

Otto

Complaint Messages

04/20/2022 - Imported

Receive Business Response

We have called and texted the customer. Battery was installed per Generac specifications. They have now changed the specifications and have taken full responsibility for the error in the datasheet they had provided for us. We are moving the battery indoors to fix the temperature issue. It is very common for electrical technicians to work under a licensed electrician.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851380

Consumer Info: Helton, Connie
294 Huse Watson Road
Oakdale, TN 37829

RoseBudCRH51@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/15/2022 5:00:23 AM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

Good evening. I am filing this claim with BBB against Solar Titan, USA in Knoxville, TN. I purchased a 45,000.00 plus solar system for my property on 7/27/2021, and as of today, the system is not functioning properly and I am still unable to use my own electricity. I am attaching a word document that has much more detail, but my hope is that you can help me get Solar Titan, USA to not only get my new system working, but also credit me back for the past several months that I've paid the utility company for using their electricity and not my own. After 8 plus months, I feel taken advantage of and I do not feel like a valued customer. Thank you. Sincerely, Connie Helton

Consumer's Desired Resolution:

My desired resolution is for Solar Titan, USA to finish the installation of my solar system and credit me back utility payments.

Complaint Timeline

04/15/2022	Complaint Received by BBB: Legacy web
04/18/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/18/2022	Send Acknowledgement to Consumer: Legacy Otto
04/18/2022	Inform Member of Complaint: Legacy Otto
04/19/2022	Receive Business Response: Legacy WEB
04/19/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/26/2022	Received Consumer Rebuttal: Legacy WEB
04/27/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org

05/05/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
05/05/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
05/05/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
05/05/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
05/05/2022	Case Closed UNRESOLVED: Legacy Otto
05/13/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
05/13/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
05/13/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
05/23/2022	Consumer Rejects Business' Final Offer: Legacy WEB
05/23/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
05/23/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
05/23/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
05/23/2022	Case Closed UNRESOLVED: Legacy Otto
06/07/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
06/07/2022	Received Business' Rebuttal Response: Complaint Reopen kathyf@knoxville.bbb.org
06/07/2022	Send Business' Rebuttal Response - New Offer: Legacy kathyf@knoxville.bbb.org
06/08/2022	Consumer Rejects Business' Final Offer: Legacy WEB
06/08/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
06/08/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
06/08/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto

06/08/2022	Case Closed UNRESOLVED: Legacy Otto
06/10/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
06/13/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
06/13/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/21/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/21/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/21/2022	Case Closed - Assumed RESOLVED: Legacy Otto
06/24/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/24/2022	Received Consumer Rebuttal: Complaint Reopen pfrazier@knoxville.bbb.org
06/24/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
06/24/2022	Consumer Satisfied - with Letter: Complaint Reopen pfrazier@knoxville.bbb.org
06/27/2022	Inform Business - Case Closed RESOLVED: Legacy Otto
06/27/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

04/19/2022 - Imported

Receive Business Response

We spoke with Ms. Helton yesterday and let her know we are taking care of the electrical upgrade needed and will address all her concerns. We will call her back today.

04/26/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

I was the one who called them on 4-18-21 to see if they had rescheduled my work order. When I asked to speak with the scheduling department or someone other than the receptionist, I was told that they were all in a meeting. She did state that they were working on scheduling a time to fix my problem. I asked for a return call. They have yet to call me about anything! No, Solar Titan did not contact me on April 19, 2022.

05/13/2022 - Imported

Received Business' Rebuttal Response

Ms. Helton's additional piece of equipment has been installed and is complete.

05/23/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Solar Titan did install the ATS Switch on 5/12/22. But my Genrac PWRview (this shows the data from the solar system & how it is performing)app is not working nor is it on Titans side either. So I'm not sure how well or if my system is up & running. I called Generac to ask about that. I was told to call Solar Titan to have them check what was going on. I called Solar Titan on 5/16/22 & talked with them. That is when I was told that they couldn't see any info from my system on their monitor. I was told that I would be put on a schedule to have the PWRview repaired. We also discussed reimbursement for the 6 months the system has not worked & the repair to the battery(it doesn't work when the temperature drops below 41 degrees). I haven't heard back from them on the schedule for any of this.

06/07/2022 - Imported

Received Business' Rebuttal Response

Mrs. Heltons system had several issues due to Generac products fails. Generic has taken full responsibility for these and Mrs. Helton has been compensated and the parts have now been replaced at not additional cost to her. We have assured her she is a valuable customer to us and we will stand behind the install 100%.

06/08/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Repairmen from Solar Titan arrived at 6:25 pm on June 2,2022. The PWRview connection was restored & seems to be working. At this time, I have received no compensation and the issue with the battery is still unresolved.

06/10/2022 - Imported

Received Business' Rebuttal Response

We have spoke with Mrs. Helton again today. Her reimbursement check will be sent out next week and we have answered her battery question.

06/24/2022 - Imported

Received Consumer Rebuttal

I do not accept this case as closed. I have not received any compensation from Solar Titan USA for the

months that my solar system did not work. I purchased this system 7-27-21. It's been almost a year of hassle trying to get this finished. I am told that the battery will be fixed in the 4th quarter of this year. I do hope that it is fixed before cold weather or that will be another problem.

06/24/2022 - Imported

Consumer Satisfied - with Letter

I received a check of reimbursement today. I'm satisfied as long as Solar Titan fulfills their promise on the battery fix. Thank you.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851488

Consumer	O'Mallon, Jennifer	Business	Ideal Horizon Benefits / DBA: Solar
Info:	2397 Roberts View Trail Buford, GA 30519 jdac2397@yahoo.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 4/15/2022 4:01:39 PM

Nature of the Complaint: Repair Issues

Consumer's Original Complaint:

Sales from Solar titan usa were deceptive! We were told we would not have two bills and we would not be paying on our loan until everything is up and running. We could not file the install of the panels on our taxes this year as told by the sales person Gabe. We were told we would get a nine thousand dollar rebate and that is not true so our payments will be going up according to Gabe if we don't put it on the loan within 22 months. The install team left many hole in my roof and damaged my newly installed gutters. We have had extensive water damage due to the holes left. These issues haven't been fixed even though the company has reached out to attempt to get work done. We had to wait a month for them to buy a ladder to secure the power cords that hung over the side of our home and once they got the ladder they left scrapes and gashes in the side of my home. They never send the same service people out twice so no one knows what stage we currently on. I call the office and though some of the office workers are pleasant and try to appease you there are several there that just dont want to be bothered. The work isnt getting done in a timely matter even after constant calling. My fuses have blown many times I have woken up to a defrosted freezer/fridge and had to dispose of everything. The workers came out today and replaced fuses but still didnt turn the system on. My husband has taken off work to many days to count for no show or untimely work. Yet we are still not up and running. Even though Gabe on behalf of this company gave us an approx. two week time frame from when the panels were installed to be up and running. You have to do so much leg work yourself if you have damage. We are extremely stressed and anxious over this whole process the lies and damages are overwhelming. No one has thousands of dollars to toss in the wind. We are more damaged now then we were when we started my home is 9yrs old and has had way to many issues from this company.

Consumer's Desired Resolution:

Resolve the damage done by your company, get gutters fixed, finish repairing my roof, reimburse me for spoiled food from freezer/fridge, e; Finish the job; Billing adjustment

Complaint Timeline

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04/18/2022 Member or MIP Complaint Validated by BBB Operator: Legacy
kathyf@knoxville.bbb.org

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04/27/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
04/27/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

04/19/2022 - Imported

Receive Business Response

You will be called today by a manager. We absolutely do not embrace the things listed and will address your concerns.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851489

Consumer	Pizzimenti, Vincent	Business	Ideal Horizon Benefits / DBA: Solar
Info:	538 mooreland ave Harrodsburg, KY 40330 Vappav1029@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 4/15/2022 2:01:13 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

On 2/26/22 I signed with solar titan USA to convert to solar power for 45,000\$ shortly after the solar panels were installed then on 3/31/22 solar titan USA sent electricians out to hook up the wirings and put a screw threw my wall and threw my electrical the next day I found out and almost caught my pull barn on fire and had to fix the wires myself then on 4/6/22 solar titan use came back out to run my wires under ground to the power box they didn't place wiring at regulation depth at my barn and didn't secure my wiring to my barn and also didn't secure my wiring to my house I have called 8 times since 3/31/22 to 4/15/22 to have these issues fixed I have been hung up on multiple times and when speaking to the manager Jessica I was told that she would talk to the supervisor for electrical and she would call me back that day on 4/7/22 I have left voice mails toy have her call me back to set up a time 3 times and she will not return my calls and when calling the company they hang up on me

Consumer's Desired Resolution:

Finish the job; Contact by the business; Refund

Complaint Timeline

04/15/2022	Complaint Received by BBB: Legacy web
04/18/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/18/2022	Send Acknowledgement to Consumer: Legacy Otto
04/18/2022	Inform Member of Complaint: Legacy Otto
04/19/2022	Receive Business Response: Legacy WEB
04/19/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/27/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto

04/27/2022

Inform Business - Case Closed ASSUMED RESOLVED: Legacy
Otto

04/27/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

04/19/2022 - Imported

Receive Business Response

We have a customer care team here to address any concerns. It seems those calls and solutions have been left off this complaint. We are here to address your concerns. A manager will reach out today.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851490

Consumer	Frazier, Nathan	Business	Ideal Horizon Benefits / DBA: Solar
Info:	215 N Stewart Lane Rising Fawn, GA 30738 nfrazier423@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 4/15/2022 11:00:57 AM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

Would not recommend at all. Had panels installed now they just sit there because they were not wired right. Power company came out to certify and give activation sticker twice and still don't work. No calls no emails no contact. Salesperson says you don't have to pay u till the unit is active. And of course now I'm getting bills with it still not working. Avoid this company. Take your money elsewhere. Decided I will give them till tax day to have it active then if not they can come get their panels and everything. Will post updates as they happen. ----- 4/15/2022 WANTED TO ADD A QUICK UPDATE. THEY CALLED ME LAST WEEK TO SCHEDULE A SERVICE CALL AND REPLACE A PART. SAID THEY WOULD BE AT MY HOUSE BETWEEN 8-10 TODAY 4/15/2022. SO I STAYED AT HOME FROM WORK TODAY. IT IS CURRENTLY 8:50AM AND I JUST NOW GET A CALL THAT THE PART THEY NEEDED DID NOT COME IN. WILL BE CONTACTING THE BBB IN KNOXVILLE TODAY. THIS PLACE IS SUCH A JOKE. I am now on month 4 with panels that dont work. I have missed 8 total days in that time of work. Today i sit here not being paid cause i took pto. I was called last minute and told the part didnt come in. still having to pay for everything even though sales person told me this was a two week process and that i didnt pay until it was complete.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

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04/18/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/18/2022	Send Acknowledgement to Consumer: Legacy Otto
04/18/2022	Inform Member of Complaint: Legacy Otto
04/19/2022	Receive Business Response: Legacy WEB
04/19/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org

04/20/2022	Received Consumer Rebuttal: Legacy WEB
04/20/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
04/23/2022	More Info Received from the Consumer: Legacy
04/23/2022	More Info Received from the Consumer: Legacy
04/23/2022	More Info Received from the Consumer: Legacy
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05/23/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

04/19/2022 - Imported

Receive Business Response

We are sorry about the late notice of the delay. A manager will reach out today.

04/20/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)
no one ever reached out.

04/23/2022 - Imported

More Info Received from the Consumer

I received a response that I would get a call and still have not received a call. It has been a week now.

04/23/2022 - Imported

More Info Received from the Consumer

I received a response that I would get a call and still have not received a call. It has been a week now. I need to know the next steps before legal actions are perused.

04/23/2022 - Imported

More Info Received from the Consumer

Still no phone call, still no update.

05/13/2022 - Imported

Receive Business Response

The warranted parts have been replaced. This project is now complete.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851487

**Consumer
Info:**

Harkins, Ryan
2539 ALYSHEBA DR
Burlington, KY 41005

Ryanmharkins@gmail.com

**Business
Info:**

Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/20/2022 5:00:24 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

I signed a contract to get solar panels through Solar Titan, the salesman tried to not give me the interest rate and final payments until the contract was started. By the contract I had 3 business days to cancel, I signed the contract on 12/19/2021 around 8PM I cancelled on 12/21/2021 An entire day before the deadline. They will not respond to the lender Mosaic. I have been dealing with Mosaic who the loan is thru and who I had to send the cancellation form to as well. They keep informing me that Solar titan will not respond, and it is past the due date that they said they would cancel it due to a non response. I feel that this is a scam and they are trying to steal any money they can. I had to delete my bank account due to this and my credit is now effected showing a huge loan that I cancelled and do not have the product or service. I can not do other things I wanted to do because of this loan on my credit report. I am trying to find out what government agency handles this to file a formal complaint as well.

Consumer's Desired Resolution:

Correction to a credit report; I want this loan cancelled immediately

Complaint Timeline

04/20/2022	Complaint Received by BBB: Legacy web
04/20/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/20/2022	Send Acknowledgement to Consumer: Legacy Otto
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04/20/2022	Receive Business Response: Legacy WEB
04/20/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/28/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto

04/28/2022

Inform Business - Case Closed ASSUMED RESOLVED: Legacy
OttO

04/28/2022

Case Closed - Assumed RESOLVED: Legacy
OttO

Complaint Messages

04/20/2022 - Imported

Receive Business Response

Purchase date was 12/19/21

This project was cancelled in our system on 12/22/21.

We will email you a confirmation of the Mosaic cancellation.

All loan documents are sent directly from Mosaic to the customer at the time of the sale. Also, Mosaic does a direct call with the customers to verify ALL loan terms, including interest rates, payments etc.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851491

Consumer Info: Barnhart, Glassy
433 Falkirk Dr
Warner Robins, GA 31088

groble1987@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/22/2022 5:03:26 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Solar panel consult: 06 Apr 2022. Same day we signed contract agreement which involved a 3rd party lender Mosaic/Connexus from California. 07 Apr 2022 cancelled our agreement via a phone call to Mosaic and via email to Solar Titan/ Ideal Horizons. The cancellation is within the 3-day rule to cancel. 19 Apr 2022 received an email from Mosaic about our cancellation request stating, "As funds have already been disbursed Ideal Horizon Benefits LLC must agree to your cancellation request. Mosaic is attempting to contact Ideal Horizon Benefits LLC to confirm the cancellation. To expedite the process, please feel free to reach out to your contractor/installer and have them confirm your cancellation request with us. Please note, you are still responsible for making any monthly payments that become due until the time we receive confirmation of the cancellation from your contractor/installer." After back and forth between Solar Titan/Ideal Horizons and Mosaic, we found out 2 significant things; 1. Ideal Horizon/Solar Titan requested fund disbursement 12 Apr 2022 to which Mosaic did. 2. It would take at least 3 weeks for the cancellation request to be completed from the time we last called which was 21 Apr 2022. If I'm not mistaken, this is a breach of contract with both Solar Titan/Ideal Horizons and Mosaic. We cancelled on 07 Apr well within the 3-day rule but funds were still disbursed 12 Apr, five days after the cancellation request. Yet, we're supposed to be still responsible for the monthly payments? No service or solar installation was ever than. No other appointments were made except the consultation on 06Apr22.

Consumer's Desired Resolution:

Have the cancellation request completed now

Complaint Timeline

04/22/2022	Complaint Received by BBB: Legacy web
04/24/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/24/2022	Send Acknowledgement to Consumer: Legacy Otto
04/24/2022	Inform Member of Complaint: Legacy Otto

04/25/2022	Receive Business Response: Legacy WEB
04/25/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
04/25/2022	Consumer Satisfied - with Letter: Legacy WEB
04/26/2022	Inform Business - Case Closed RESOLVED: Legacy OttO
04/26/2022	Case Closed RESOLVED: Legacy OttO

Complaint Messages

04/25/2022 - Imported

Receive Business Response

This project is cancelled in our system. If a loan is cancelled within the 3 days Mosaic does not require our approval. We have reached out to Mosaic to make sure they know the project has been cancelled. As soon as they send that back we will email it the customer.

04/25/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

I am grateful that they finally confirmed the cancellation. However, their statement is contrary to what Mosaic emailed us and told us over the phone. So either Mosaic misled us or Ideal Horizons did or both parties did. At the end, we just wanted it cancelled. It's unfortunate that I have to file a complaint with the BBB just for Ideal Horizons to say what they stated in their response here when they told us over the phone plenty of times that it is in the process and then to tell us it'll take 3 weeks and now to this response. They never once told us that Mosaic never needed their approval when the cancellation request falls on the 3-day rule. They could've informed Mosaic that. I also called Mosaic today and they confirmed that Ideal Horizons has confirmed cancellation. Although I have yet to receive an email from Mosaic confirming the cancellation in writing, I did get an email from Ideal Horizons confirming the cancellation in writing.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851492

**Consumer
Info:**

Myrick, Debbie
15village Park DR
Fayetteville, TN 37334

myrickdebbie@yahoo.com

**Business
Info:**

Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/26/2022 4:01:36 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

I was going to have solar panels installed, My son was living with me and was going to help make payments. He is now going to work in Texas. I am on disability making only 1194 a month. I cancelled the service before anything was installed. Because I didn't cancel in the 3 day period, they will not work with me on this matter. They want me to pay 1/3 of the cost which would be over 10,000. I can not possibly do this. They finance thru Mosaic and I have been making payments to them in the amount of 195.78 for at least 3 months now. I was expecting a call from them to fix this. The call never came. I called them today April 26th. They say there is nothing they can do. I do not have any merchandise. I have cancelled any further payments, because I can not afford to make them. Their customer service is very lacking. They gave me the run around, sending me to speak with someone else, just to have them not to answer.

Please, Help Debbie Myrick

Consumer's Desired Resolution:

Refund; total cancellation

Complaint Timeline

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05/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto

05/05/2022

Inform Business - Case Closed ASSUMED RESOLVED: Legacy
Otto

05/05/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

04/27/2022 - Imported

Receive Business Response

This project is cancelled in our system. We have requested the financing company cancel your loan. We let them know of your hardship. Their cancellation process is slow, but they will refund you on any payments you have made.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851494

Consumer Info: Ginnan, Mike
4669 Laws Rd
del rio, TN 37727

mikeginnan@comcast.net

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/28/2022 11:03:13 AM

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:

Contract signed 12/16/2021. I was told it would be a month or 2 to complete. There were at least 4 appointments Solar Titan missed with no explanation or communication. Multiple messages never returned, Multiple appointments canceled late in the day. The latest no show was 4/27. They said a tech would be out in the AM to fix issues the inspector required. Inspector was then going to check in the afternoon. This appointment replaced an additional no show the week before. I left a message around 10 AM on 4/27, have heard nothing. Additionally, I did not want the financing. They told me just pay it off when it comes due as there would be no penalties. The financing is now charging over \$600. The loan also dropped my credit rating by over 60 points.

Consumer's Desired Resolution:

Finish the job; Billing adjustment; Contact by the business

Complaint Timeline

04/28/2022	Complaint Received by BBB: Legacy web
04/28/2022	Member or MIP Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
04/28/2022	Send Acknowledgement to Consumer: Legacy Otto
04/28/2022	Inform Member of Complaint: Legacy Otto
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05/17/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org

05/23/2022	Received Business' Rebuttal Response: Legacy WEB
05/23/2022	Send Consumer Rebuttal - No New Offer - AJR: Legacy kathyf@knoxville.bbb.org

05/23/2022	Inform Business - Case Closed AJR: Legacy Otto
05/23/2022	Case Closed AJR: Legacy Otto

Complaint Messages

05/13/2022 - Imported

Receive Business Response

We have spoken to Mr. Ginnan. His system is now complete and up and running.

05/17/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

The system is up and running, so I accept that, however, the issue of the financing was not addressed.

05/23/2022 - Imported

Received Business' Rebuttal Response

To address the finance concerns. We do not make anyone choose financing. It don't not benefit us either way. We encourage the option to give the customers flexibility, but are happy to accept cash, checks, or credit cards. All terms of the loan of given by the finance company directly to the customer via email, and in addition to the email the finance company calls the customer to cover the terms and make sure they want to proceed. There is no way for us to know how much a credit pull will affect a persons credit score. The loans can be paid off early without penalties.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851493

Consumer Info: Mccomas, Cecilee
33 Millport Drive
Rossville, GA 30741

cwmccomas@yahoo.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 4/29/2022 12:01:09 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

We signed papers on 11/26/21 to have solar PV package 9 kw pv system with a battery and hyper package for \$57,250. We were told it would take 3 to for 4 months to have the system running. 12/12/21 the panels were installed. The rest of the system was installed around Jan 2022. Feb 22 we were told they forgot to get a permit. They said they had to get it inspected. We started making payments in Feb for the amount of \$324.91. We are calling every week and getting the same answer that they are waiting on the inspection. In Mar we were asked to take photos of our attic to expedite our inspection and send it to them by e-mail. Still we are being told we have to wait for the inspection. We have been making our payments to the loan and we still have not received the service promised. So far we have paid \$4,061.82, this is our payments and IRS tax credit.

Consumer's Desired Resolution:

Finish the job; Finish the job now or make my payments until job is completed

Complaint Timeline

04/29/2022	Complaint Received by BBB: Legacy web
04/29/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
04/29/2022	Send Acknowledgement to Consumer: Legacy Otto
04/29/2022	Inform Business of Complaint: Legacy Otto
04/30/2022	Consumer Satisfied - with Letter: Complaint Reopen pfrazier@knoxville.bbb.org
05/02/2022	Inform Business - Case Closed RESOLVED: Legacy Otto
05/02/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

04/30/2022 - Imported

Consumer Satisfied - with Letter

Solar Titan has contacted us 4/29/2022 at 3:45pm and are paying us 4 payments. They have informed us that they have hired another inspector and should have the job finished soon.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851486

Consumer Info: Reed, Sarah
183 Crystal View Dr NW
Cleveland, TN 37312-2454

parrotbay816@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 5/11/2022 2:01:07 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

Dealing with this company has been exhausting. No one ever calls you back, when you do get someone on the phone they say it's someone else's responsibility but those people are never available to speak with you. When technicians come out to inspect things they don't have the necessary tools and or parts even though the previous technicians are supposed to leave notes on your account about what still needs to be done. Installation was months ago and we are still waiting for operational solar panels even though we are expected to make the payments on the solar panels.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

05/11/2022	Complaint Received by BBB: Legacy web
05/11/2022	Complaint Validated by BBB Operator: Legacy kathyf@knoxville.bbb.org
05/11/2022	Send Acknowledgement to Consumer: Legacy Otto
05/11/2022	Inform Business of Complaint: Legacy Otto
05/13/2022	Receive Business Response: Legacy WEB
05/13/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
05/23/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
05/23/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
05/23/2022	Case Closed - Assumed RESOLVED: Legacy Otto

06/06/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/06/2022	Received Consumer Rebuttal: Complaint Reopen pfrazier@knoxville.bbb.org
06/06/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
06/07/2022	Received Business' Rebuttal Response: Legacy WEB
06/08/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
06/16/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/16/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/16/2022	Case Closed - Assumed RESOLVED: Legacy Otto
07/20/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
07/20/2022	Received Consumer Rebuttal: Complaint Reopen pfrazier@knoxville.bbb.org
07/20/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
07/21/2022	Received Business' Rebuttal Response: Legacy WEB
07/21/2022	More Info Received from the Business: Legacy
07/21/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
07/21/2022	Received Consumer Rebuttal: Complaint Reopen pfrazier@knoxville.bbb.org
07/21/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
07/27/2022	Received Business' Rebuttal Response: Legacy WEB
07/27/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
08/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy

Otto

08/04/2022 Case Closed - Assumed RESOLVED: Legacy
Otto

12/10/2022 Received Consumer Rebuttal: Complaint Reopen
pfrazier@knoxville.bbb.org

12/12/2022 Forward Consumer Rebuttal to Business: Legacy
pfrazier@knoxville.bbb.org

12/12/2022 ReOpen the Complaint: Complaint Reopen
pfrazier@knoxville.bbb.org

12/20/2022 No Response from Business re: Consumer Rebuttal: Legacy
Otto

12/21/2022 Bureau Judged Complaint to be Closed UNRESOLVED: Legacy
pfrazier@knoxville.bbb.org

12/21/2022 Inform Consumer - Case Closed UNRESOLVED: Legacy
Otto

12/21/2022 Inform Business - Case Closed UNRESOLVED: Legacy
Otto

12/21/2022 Case Closed UNRESOLVED: Legacy
Otto

Complaint Messages

05/13/2022 - Imported

Receive Business Response

We have spoken with Mrs. Reed to update her on the date the inspector gave us that he will be back to inspect the job. I have looked through the logs and we have spoken to mostly the husband about every 3-4 days and least once a week since early April. Some of this communication was call and some texts. They should be good to go after the inspection early next week.

06/06/2022 - Imported

Received Consumer Rebuttal

I'm not sure what solar titan means when they say good to go, however today is June the 6th And we still do not have operational solar panels. Everytime someone comes over they find things that the last technician didn't do correctly. We are averaging three weeks in-between technician visits. If they can't deliver operational solar panels in the amount of time that they tell people then the customer shouldn't be paying for a system that isn't operational to no fault of the customer.

06/07/2022 - Imported

Received Business' Rebuttal Response

We totally agree. You should not be paying for a system that is not running yet. You will be reimbursed for all payments made before the system is up and running.

07/20/2022 - Imported

Received Consumer Rebuttal

As of 7-20 we still have a system that is not operating like we were told it would be. Have made numerous phone calls and sent numerous emails all of which go unanswered. On very few occasions we actually get someone on the phone to schedule technicians to come repair or replace parts. We are missing work to be present for all the repairs for a system that is not even two months old. We are still expected to pay the loan as we agreed however solar titan is not keeping their end of the deal by installing a product that works as it was promised to us.

07/21/2022 - Imported

More Info Received from the Business

Document Attached

There have been many issues in the last few months with generac products. They are standing behind their warrantees, but this has caused many problems and frustration. We will absolutely keep supporting our customers thru these service issues and have added staff to help keep them better informed.

See Attachment/File: Solar Titan Letter - Snap RS.pdf

07/21/2022 - Imported

Received Business' Rebuttal Response

We spoke with Mr. Reed this week. Note from call, "Description

Called and spoke to Mr. Reed - He asked if I would call Mrs. Reed as she is handling this stuff and I reached out to her, no answer, So I left a VM to have Mrs. Reed to call back so we can confirm 7/22 to have her Generac BMU Replaced."

She is installed and passed inspection. This is another generac product issue. We will continue to reimburse their payments. But we want be clear that this and other delays caused by a warranty part fail are not something we can control. We are doing what can to bring this issues to generac as fast as we can and get replacements. I will try to attached a letter from generac. Replacements and service are at no cost to the customer and Solar Titan is trying to do right by the customer to keep them from paying for a system while waiting for the parts.

07/21/2022 - Imported

Received Consumer Rebuttal

While I appreciate the effort made to contact me the bmu is not what is causing my issue. Had I not known this I would have took off work another day to replace a part that doesn't need to be replaced and would have not helped my system at all. Perhaps solar titan should better communicate with the loan company so payments aren't expected to be made on a system that is not operating correctly. I'm not sure why it is being said here that I am good to go when I have been told that my system still has not passed the final inspection.

07/27/2022 - Imported

Received Business' Rebuttal Response

We have spoken with loan company about the issues and we have been told they do not postpone payment due dates. This is why we are reimbursing them as to not cause hardship during the delay. We are working through generac troubleshooting issues, Thank you for you patients at we get this taken care of.

12/10/2022 - Imported

Received Consumer Rebuttal

I would just like to update my current situation. Yes my panels are working, however, I am no where near the 70% reduction in my utility bill as their sales representative promised. I suppose my situation is better than most people's, as my system does work, I'm just doubtful that I will ever see the 70% reduction as I was promised. I hope other people realize it's a complete scam and the majority of what their sales members tell you are lies. I will update again when I do my taxes to let everyone know the outcome of the tax credit that their sales representative was very quick to mention

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851498

Consumer	Tate, Jason	Business	Ideal Horizon Benefits / DBA: Solar
Info:	8196 Jackman Rd JOELTON, TN 37080 jason.tate02@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 5/18/2022 2:01:20 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Back on 9/07/2021 my wife and I signed up with this company because of the promises made by the sales rep. 4-6 months from start to up and running. I'm not the customer that likes to complain but this companies business practices are unbelievable to say the least. After several calls and attempts to get the system up and running. They have sent tech's out without giving them the issue so the repair never happens. We have been making 2 payments for over 6 months and 1 of them is for a \$670000.00 Solar System that is still not working on 05/18/2022 So I Called today to cancel and get a refund to be told by rep. that's not possible I only have 3 days after the sale to cancel. This was never explained or put in writing. So in other words I can give you the run around and get paid to do so and there's nothing you can do about it. I was told to do what you have to do. So I'm starting here to see if this will get the ball rolling on either getting my money back full refund! Or Getting my Solar System up and running as it should be. No more excuses.

Consumer's Desired Resolution:

Refund; Finish the job

Complaint Timeline

05/18/2022	Complaint Received by BBB: Legacy web
05/19/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
05/19/2022	Send Acknowledgement to Consumer: Legacy Otto
05/19/2022	Inform Business of Complaint: Legacy Otto
05/20/2022	Receive Business Response: Legacy WEB
05/20/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
05/30/2022	No Consumer Response- Assumed Resolved with Letter: Legacy

Otto

05/30/2022

Inform Business - Case Closed ASSUMED RESOLVED: Legacy
Otto

05/30/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

05/20/2022 - Imported

Receive Business Response

Hello Mr. Tate, We are going to reimburse all the payments you have made to the finance company until your system is up and running. The issue is on recalled Generac parts. We had to wait for Generac to send the replacement. Generac has taken full responsibility for the issues. We should be able to get the replacements installed next week. The scheduling department is reaching out to you now. Again, we are sorry for the delays and are committed to getting everything taken care of.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851496

Consumer	Reed, Cathy	Business	Ideal Horizon Benefits / DBA: Solar
Info:	3120 Prichard Dr Lexington, KY 40511 cathyreed1229@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 5/24/2022 5:00:07 AM

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:

I purchased a solar system from Solar Titan in Dec 2021. It is now May 2022 and the system has not been connected yet and I am paying now both the solar bill and my regular electric bill. I today found out that the electricians that worked on connecting the service took off all the clearly marked breakers labels and just labeled everything lights or circuit which now doesn't tell me what the breaker goes too. I am so disappointed with this company and my solar panels are not even connected yet.

Consumer's Desired Resolution:

Billing adjustment; I am seeking a billing adjustment for all charges paid, the panels removed from the my roof, and a release from the contract .

Complaint Timeline

05/24/2022	Complaint Received by BBB: Legacy web
05/24/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
05/24/2022	Send Acknowledgement to Consumer: Legacy Otto
05/24/2022	Inform Business of Complaint: Legacy Otto
06/08/2022	No Response to First Notice to Business: Legacy Otto
06/08/2022	Second Notice to Business: Legacy Otto
06/16/2022	No Response Received from Business on 2nd Notice: Legacy Otto
06/17/2022	Inform Consumer No Response from Business: Legacy pfrazier@knoxville.bbb.org
06/17/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto

06/17/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto
06/17/2022	Case Closed - UNANSWERED: Legacy Otto
06/17/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/17/2022	Receive Business Response: Complaint Reopen pfrazier@knoxville.bbb.org
06/17/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/27/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/27/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/27/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

06/17/2022 - Imported

Receive Business Response

The final inspection is scheduled for next week and we are reimbursing all payments made until the system is up and running. We are sorry for the delays and absolutely will have everything done soon.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851495

Consumer	Gardiner, Steve	Business	Ideal Horizon Benefits / DBA: Solar
Info:	125 Limestone Rd Elora, TN 37328 stevie.gardiner@yahoo.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 5/25/2022 5:00:02 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Solar Titan installed our panels in December last year. About 6 weeks later the electrician came out and they installed the battery system and all electrical. It failed inspection by the state a week later. They only send people out when I complain. Today, I called to find out what the schedule was to get everything finished. They promised to call me back before 5pm, and ofcourse, no call. They never return calls and do nothing to fix the issues and get my system fully installed and operational.

Consumer's Desired Resolution:

Refund

Complaint Timeline

05/25/2022	Complaint Received by BBB: Legacy web
05/25/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
05/25/2022	Send Acknowledgement to Consumer: Legacy Otto
05/25/2022	Inform Business of Complaint: Legacy Otto
06/09/2022	No Response to First Notice to Business: Legacy Otto
06/09/2022	Second Notice to Business: Legacy Otto
06/17/2022	No Response Received from Business on 2nd Notice: Legacy Otto
06/17/2022	Inform Consumer No Response from Business: Legacy pfrazier@knoxville.bbb.org
06/17/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto
06/17/2022	Inform Business - Case Closed UNANSWERED: Legacy

	Otto
06/17/2022	Case Closed - UNANSWERED: Legacy Otto
06/17/2022	Receive Business Response: Complaint Reopen pfrazier@knoxville.bbb.org
06/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/21/2022	Consumer Satisfied - with Letter: Legacy WEB
06/21/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/22/2022	Inform Business - Case Closed RESOLVED: Legacy Otto
06/22/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

06/17/2022 - Imported

Receive Business Response

We have been speaking with Mr. Gardiner. He has requested to cancel his project and we have agreed. He will be refunded by the finance company any payments made to them.

06/21/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851497

Consumer	Venter, Eben	Business	Ideal Horizon Benefits / DBA: Solar
Info:	5195 Valley Tarn Acworth, GA 30102 eben.v@icloud.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 5/30/2022 1:08:13 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

The Solar Titan sales guy came and did his pitch, promised us we could be 90% of grid by buying the 10kW system for \$62k. Told us that their system had this special unique PV link device that improves efficiency by 15% over other systems. Installation started in Nov2021 with the panels, in Dec the electrical panel guys came to install the rest. At this time it appears the roof team installed the whip to the wrong side of the house! Had to wait until near end of Jan before they sent someone to remedy the situation!!! When done the guy found the system was not working as a section was reporting 'low sun'!! Since then just about every 2 weeks someone was sent with no success to remedy the situation. In the meantime I am paying the loan and electricity as the system produces next to nothing!!! Finally in May someone was here and he reported that the system is now producing as it should BUT now the battery control unit is dead! So now I have a system for over a month with no battery backup, producing only about 50% of its design capacity and not a peep out of them about getting battery system fixed or why I get so little power! The 1st thing the tech asked me was my shade report! Im not stupid, between 12 and 2 in the day there is 0 shade and I got a max of 6kW from a 10kW system!!! I pay about \$50 a month less than a year ago and a massive premium on their loan! After 6 months it is clear that the system they sold to me cannot deliver as promised, if I bought a TV I could return it for a refund, I think it is only fair that the same should apply here! I want the system removed, the finance cancelled and any money I paid returned!

Consumer's Desired Resolution:

Refund

Complaint Timeline

05/30/2022	Complaint Received by BBB: Legacy web
05/31/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
05/31/2022	Send Acknowledgement to Consumer: Legacy Otto
05/31/2022	Inform Business of Complaint: Legacy Otto

05/31/2022	Receive Business Response: Legacy WEB
05/31/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/01/2022	Received Consumer Rebuttal: Legacy WEB
06/01/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
06/07/2022	Received Business' Rebuttal Response: Legacy WEB
06/08/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
06/14/2022	Consumer Rejects Business' Final Offer: Legacy WEB
06/14/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
06/14/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
06/14/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
06/14/2022	Case Closed UNRESOLVED: Legacy Otto
06/17/2022	Receive Business Response: Complaint Reopen pfrazier@knoxville.bbb.org
06/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/21/2022	Consumer Satisfied - with Letter: Legacy WEB
06/21/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/22/2022	Inform Business - Case Closed RESOLVED: Legacy Otto
06/22/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

05/31/2022 - Imported

Receive Business Response

This statement is to clarify the issues being experienced by Solar Titan USA customers with Generac products. Generac has experienced several product issues over the last 6-9 months. These issues are being remedied and covered by warrantied parts at no additional cost to the customer. Solar Titan USA

is not the cause and should not be held responsible for these issues and delays. Solar Titan USA has worked closely with Generac to find and implement a solution and get the systems up and running. Generac and Solar Titan USA are committed to getting all the issues resolved. Generac stands behind all their products and is committed to resolving any issues.

In addition to the repairs and replacements, Payment reimbursement is offered to compensate the delay.

06/01/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

All the issues I have experienced with my system has been a DIRECT result of their staff, incorrect wiring being the biggest issue as well as incompetence at finding the issues week after week after week of sending people and no resolution, replacing the same parts every 2nd week as they have no idea.

I had no problem with the battery control unit until the last time their people were on my roof. now I have been more than a month without backup.

7 months now they have been struggling to give me a system that will produce what I paid \$62k for and still I have no luck, I have no battery backup, my system at BEST produces 60% of the stated capacity they were to install, for 1 hour a day, the rest of the day I get less than 50%.

For \$62k I would expect to save more than \$50 a month on my electric bill, yet that is the maximum I have saved on any bill since this was installed.

They have someone coming to replace the battery control unit next week on Tuesday 06/06 but I have 0% confidence they will do anything about the low performance of the system, this is not what they sold me, this is not what I was expecting when I bought.

Another thing I was lied to about when the salesman was here, was that unused electricity would be bought by my electricity supplier to offset some of the cost for months where I would use more than I generate, A COMPLETE AND UTTER FALLACY!!!

I give them a month to give me what I paid for or they have to come remove the system, put the roof back the way they found it and cancel that loan, also they put a lien on my mortgage without telling me about this, that is another problem I have with this company!

06/07/2022 - Imported

Received Business' Rebuttal Response

A manager called and spoke with Mr. Venter today. We have addressed his issues are looking into his production question with him. He is also Generac, so we are having a system check on the equipment incase any replacements are needed due to warranty parts failing.

06/14/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

I phone conversation is not going to solve the issues i HAVE WITH THIS SYSTEM. They had people here for 5 mins last week that replaced the faulty battery control unit.

I have no idea what or when they are going to do something about the low solar production of my system!! As it stands over the weekend I saw there was an error on the system again, I called them and reported the problem, again crickets from them, no one calls back to follow up.

I made a HUGE investment in this system and I am getting NOTHING from it now for 8 months. I think it is time to start talking with management instead of call center personnel. If I bought a problematic TV such as the issues I am experiencing with this system, I would have had a refund a LONG time ago!!!

It's time for them to get serious about their product!

06/17/2022 - Imported

Receive Business Response

Document Attached

This system has been down due to recalled Generac parts. We have been waiting for them to come so we can get the replacement made. We are going to reimburse the customer for payments made during this time. This is 100% a generac issue and we are trying to get everything up and running. I have attached a letter from generac.

See Attachment/File: Solar Titan Letter - Snap RS.pdf

06/21/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

At this time, since the ball is now in Generac's court, I have to accept and wait for Generac to come replace the parts in question, not holding my breath though.

I will also wait for the promised check, but as this is an ongoing issue, I would expect another check as soon as all this is resolved for the months I am still paying without resolution.

I do not consider this case as closed until such time as I am happy with the replaced parts and the system produces the power I paid for. I suspect that after the Generac parts are replaced I will still have a problem with the power generated, but I will push again at that time.

THANKS!!

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851503

Consumer Info: Fox, Doug
845 Blue Mill Road
Del Rio, TN 37727

crselflpn@yahoo.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 6/2/2022 8:02:14 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

Purchased a system March 3rd. They quickly installed system on roof and hooked up but system has not worked one day as of yet. All contact has been through us. Solar Titan never returns calls. Didn't leave copy of contract with us. They have no showed several times and will not reschedule unless we initiate a call to them then they no show the reschedule appt as well. We are still making payments on a system that does not work. We called trying to get out of contract with them and they refuse to let us out of contract. Says it had to be done within 3 days. We were not aware of this as we have no contract information as they took it with them. They will not respond to our emails or phone calls.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

06/02/2022	Complaint Received by BBB: Legacy web
06/03/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/03/2022	Send Acknowledgement to Consumer: Legacy Otto
06/03/2022	Inform Business of Complaint: Legacy Otto
06/14/2022	Receive Business Response: Legacy WEB
06/14/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/22/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/22/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/22/2022	Case Closed - Assumed RESOLVED: Legacy

	Otto
06/24/2022	Received Consumer Rebuttal: Complaint Reopen pfrazier@knoxville.bbb.org
06/27/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
06/27/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/29/2022	More Info Received from the Consumer: Legacy pfrazier@knoxville.bbb.org
07/05/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
07/05/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy kathyf@knoxville.bbb.org
07/05/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
07/05/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
07/05/2022	Case Closed UNRESOLVED: Legacy Otto
08/31/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
08/31/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
08/31/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
09/08/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
09/08/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
09/08/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

06/14/2022 - Imported

Receive Business Response

We spoke with Mr. Fox and have address his questions. We are waiting on the inspection. If it was a digital contract it was emailed when you signed as part of the third party verification, we are happy to get him a copy! Our number which is posted on our website, google and on the folder that should have been left with the customer at the sale is (865)392-1036.

06/24/2022 - Imported

Received Consumer Rebuttal

Solar Titan has still not doing me anything or done inspections. They were also to refund our payment and that had not been done either

06/29/2022 - Imported

More Info Received from the Consumer

Purchased a system from solar Titan out of Knoxville Tennessee. We were on vacation and didn't get the email before the complaint was closed. But at this point they have gave us lip service and promises and have followed through with nothing. Still no inspection or refund as promised.

Billing adjustment; Finish the job

08/31/2022 - Imported

Received Business' Rebuttal Response

We understand the frustrations with all the Generac warranty part issues. We are working to get everything replaced! We absolutely are committed to our customers thru this!!!

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851500

Consumer	Boswell, Alec	Business	Ideal Horizon Benefits / DBA: Solar
Info:	515 Timberline Dr Seymour, TN 37865 alecm.boswell@gmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 6/3/2022 5:01:44 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

At the beginning of this year I reached out to Solar Titan USA about installing a solar panel system on my home, to which they guaranteed would replace my electric bill from KUB and also told me that KUB would most likely pay for "overage electricity produced". It has now been over three months of installation and employees visiting my home to work on them. In the mean time I have already been charged my first \$300 payment for these panels, that have FAILED inspection once, and are still not scheduled to be finished until after my second automatic withdrawal has hit my bank account. The employees tell me on phone calls they do not know when it will be finished and that it's not their fault I'm paying for them, even when it is their fault that they are not finished. They rarely answer the phone when customer calls and I have also been told by this company that their is no one above the person that answers my call, that can assist me with anything - when the initial employee to answer seems to never know anything about any of my questions or statements. I was told today, in my most recent conversation with them, "there is nothing I can do about your payment, good luck" and then was informed that they won't have any one out to "service" my system for another week, when it was supposed to be given another inspection over 2 weeks ago. I have text messages between the Installer and I stating where he even says they are difficult to deal with and told me on a phone call they have not been organized lately.

Consumer's Desired Resolution:

Finish the job; Refund; Contact by the business

Complaint Timeline

06/03/2022	Complaint Received by BBB: Legacy web
06/06/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/06/2022	Send Acknowledgement to Consumer: Legacy Otto
06/06/2022	Inform Business of Complaint: Legacy Otto

06/07/2022	Receive Business Response: Legacy WEB
06/08/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/08/2022	Consumer Satisfied - with Letter: Legacy WEB
06/08/2022	Inform Business - Case Closed RESOLVED: Legacy pfrazier@knoxville.bbb.org
06/08/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

06/07/2022 - Imported

Receive Business Response

We have spoken with Mr. Boswell. We have given him a direct line to make sure all his calls are answered quickly and he is scheduled for the 6/10/22 to complete his service work. We have made sure he understands he is a valued customer and we will take care of him.

06/08/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

They have agreed to reimburse me for the payments until the panels are in working order and producing power. They have been helpful since my complaint was processed.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851501

Consumer	Jones, Mona	Business	Ideal Horizon Benefits / DBA: Solar
Info:	3026 Aubert Ave. Louisville, KY 40206 monaleejones@icloud.com	Info:	Titan-USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 6/6/2022 2:12:40 PM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

After signing a contract for solar panels I called the company and the territory sales manager to cancel. I called multiple times and left messages that I was cancelling with no return calls. Today I called the loan company to cancel. They gave me a number which I did not have to customer care and I spoke to Kay Warren. She told me to email her and she would send it to the correct place. I told her no one returned calls and the cell phone of Paul Peterson with no return calls. I left messages that I was cancelling. There has been no exchange of money or solar panels. Please help me to cancel with this non communicating company. Mona Jones Customer service Kay Warren 8952336971. This is the only person I could get in touch with.

Consumer's Desired Resolution:

Cancel with this company. I have been scammed

Complaint Timeline

06/06/2022	Complaint Received by BBB: Legacy web
06/06/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/06/2022	Send Acknowledgement to Consumer: Legacy Otto
06/06/2022	Inform Business of Complaint: Legacy Otto
06/08/2022	More Info Received from the Consumer: Legacy
06/10/2022	More Info Received from the Consumer: Legacy pfrazier@knoxville.bbb.org
06/14/2022	Receive Business Response: Legacy WEB
06/14/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org

06/14/2022 Consumer Satisfied - with Letter: Legacy
WEB

06/14/2022 Inform Business - Case Closed RESOLVED: Legacy
pfrazier@knoxville.bbb.org

06/14/2022 Case Closed RESOLVED: Legacy
Otto

Complaint Messages

06/08/2022 - Imported

More Info Received from the Consumer

Can you let me know the status of this complaint. I am concerned that the mosaic credit union will begin asking for payments before any work is done. What are my options?

Thanks Mona Jones

06/10/2022 - Imported

More Info Received from the Consumer

Can you forward the complaint to the attorney general please

Thank you for consumer protection.

Mona Jones

06/14/2022 - Imported

Receive Business Response

We have canceled this purchase. We sent Mosaic a request to cancel and let the know you have decided not to move forward. Mosaic can be slow to process cancellations. Please let us know if you have any additional questions. Please feel free to call (865)392-1036 ask for the finance department.

06/14/2022 - Imported

Consumer Satisfied - with Letter

(The consumer indicated he/she ACCEPTED the response from the business.)

Bank loan was cancelled and Solar Titans cancelled.

I accept both of the responses.

Thank you, Mona Jones

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851502

Consumer	Davis, Ryan	Business	Ideal Horizon Benefits / DBA: Solar
Info:	355 Newby RD SE Cleveland, TN 37323 ryandavis00@hotmail.com	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 6/7/2022 3:01:26 PM

Nature of the Complaint: Product Issues

Consumer's Original Complaint:

I started with solar titan USA beginning of February and after signing the paper work I was told the sales guy had messed up and my unit was to small so the VP came to my house and added additional panels and batteries at there expense, after that it was like pulling teeth to get anything done, no one returns calls or has any information. They promised a 4 to 6 week complete install and it's now June. Things are wired wrong, bare wires tucked in, wire nuts used on DC wires that's not safe, batteries installed inside house in laundry room and I was never told I couldn't do that or it was unsafe. I'm making payments on the unit and it's not even operational or safe. They say they will reimburse me for the first payment but I've yet to see a dime and now there back to not responding. They also send people out who have only worked with them for a week or two or people who are on there very first day. I was very excited about going solar but now I feel like I'm being scammed and taken advantage of.

Consumer's Desired Resolution:

I would prefer my loan to be canceled and solar titan come get all there solar panels and supplies and we be completely done ; Pay my loan until system is fixed and working

Complaint Timeline

06/07/2022	Complaint Received by BBB: Legacy web
06/08/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/08/2022	Send Acknowledgement to Consumer: Legacy Otto
06/08/2022	Inform Business of Complaint: Legacy Otto
06/17/2022	Receive Business Response: Legacy WEB
06/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/21/2022	Received Consumer Rebuttal: Legacy WEB

06/22/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
06/22/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
06/22/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
06/22/2022	Consumer Rejects Business' Final Offer: Legacy WEB
06/22/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
06/22/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
06/22/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
06/22/2022	Case Closed UNRESOLVED: Legacy Otto
06/23/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
06/23/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
06/23/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
07/01/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
07/01/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
07/01/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

06/17/2022 - Imported

Receive Business Response

Mr. Davis had asked us to cancel his project. He was at the final inspection phase and canceled the date of the inspection. The operations manager has reached out to him several times this week to go over the cancellation process and get this closed out. This project did have many slow downs and we are not happy that the David family has had to wait this long. We will doing what we can to expedite the cancelation.

06/21/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

In regards to this response, my wife and I first spoke with Dale on the 8th of June when he said he was the next best thing to the owner. He would not listen to anything we had to say and kept over talking us and repeating things like a script. Dale scheduled an inspection for the the upcoming Monday that my wife and I were not able to be home to assure things were being looked at for safety, and proper

installation, so I canceled it the next day on the 9th not the last minute. Prior to this a solar titan worker had come to my house to fix an inverter and he came across multiple problems with my system as far as safety, fire hazard, bare wires, battery unit inside home laundry room and I was told I needed a whole new install which would be yet another 4 to 6 hours. I'd say no need for an inspection when your own employee is saying that things are wrong and installed unsafe. After canceling on the 9th of June for the inspection I haven't heard from anyone from the company, they do not communicate professionally at all. I've also been promised a reimbursement on one payment that I haven't received and a prom I haven received either. I have documentation of both. Dale was also suppose to come to my home to see the unit and physically check it himself and he gave me the run around on that as well. There has been no talk of them canceling anything for me, all I hear from them is let us make it better, or give us a chance but all they do is drag it out. I do not accept there response in any way and I expect for them to clear up there mistakes

06/22/2022 - Imported

Received Business' Rebuttal Response

Dale Roden spoke with Mrs. Davis and scheduled a meeting with them for Thursday. As stated we will proceed as requested by Mr. and Mrs. Davis. She indicated to Dale she would to get everything completed. After the meeting we will proceed with whatever is decided.

06/22/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

As stated before to solar titan, we want everything canceled and for them to come get all there stuff and return our roof and home back to normal. We do not trust anyone associated with solar titan. They are not properly trained and we do not feel safe in our own home with our children due to this system and all the red flags.

06/23/2022 - Imported

Received Business' Rebuttal Response

We have said if they want to cancel that is how we will proceed. We still maintain that. The cancellation is being processed.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851499

**Consumer
Info:**

Boyd, Kenneth
348 Oakview Dr
Nashville, TN 37207

mr.kboyd@yahoo.com

**Business
Info:**

Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 6/8/2022 11:02:59 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Details 1. 3-24-22 is the date that I signed the agreement 2. I believe the amount financed is 37,500 3. I was told by the sales people that I would be getting a 4k system with a 1.5k booster that this system would run my entire house and I should have no electric bill except the monthly connection fee for most of the year. I was also told that I would not have to start paying this loan until 2 weeks after my system was live. I was also told that they installed everything themselves unlike other companies that used contractors. Everything but the sale has been done by contractors. 4. My system is still not live as it failed inspection and now I have payments getting ready to start to the Mosaic the finance company. When I called Solar Titan and spoke with Katie and one other lady, I was told that I'm lucky because an install can take up to 9 mos and she couldn't guarantee anything. 5. From talking to them, they don't seem to care able resolving the issue. 6. Account number with Solar Titan - 10243570094763

Consumer's Desired Resolution:

Refund

Complaint Timeline

06/08/2022	Complaint Received by BBB: Legacy web
06/08/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/08/2022	Send Acknowledgement to Consumer: Legacy Otto
06/08/2022	Inform Business of Complaint: Legacy Otto
06/17/2022	Receive Business Response: Legacy WEB
06/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/22/2022	Received Consumer Rebuttal: Legacy WEB

06/23/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
06/29/2022	More Info Received from the Consumer: Legacy
07/01/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
07/01/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
07/01/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
07/01/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
07/01/2022	Case Closed UNRESOLVED: Legacy Otto
08/19/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
08/22/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
08/22/2022	Consumer Rejects Business' Final Offer: Legacy WEB
08/22/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
08/23/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
08/23/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
08/23/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
08/23/2022	Case Closed UNRESOLVED: Legacy Otto
09/23/2022	More Info Received from the Business: Legacy
11/07/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
11/07/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
11/07/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
11/15/2022	No Consumer Response- Assumed Resolved with Letter: Legacy

Otto

11/15/2022

Inform Business - Case Closed ASSUMED RESOLVED: Legacy
Otto

11/15/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

06/17/2022 - Imported

Receive Business Response

We have spoken to Mr. Bryant. We are reimbursing all payments until he is up and running. We are working on the last few items and the final inspection. We are upgrading him with a solar attic fan at no charge also.

06/22/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

They provided no dates of when any of this would happen. Getting them to actually come do what they say is the biggest complaint. They said they are going to refund my payments until I am running, they said they are going to provide an attic fan, when? When are they going to do this, it's been 5 days since they responded to you, yet I have not heard from them. They haven't completed the setup either, I still don't have the equipment to monitor my system whenever it goes online.

06/29/2022 - Imported

More Info Received from the Consumer

Shay from Solar Titan contacted me 6-24-22. They where supposed to send someone out with the missing placard. I informed her that they also have never installed the monitoring portion of the setup. I told her I would be out of town and gave her my friends number who would be here so they could come out. She said she would give her a call, I have still yet to hear from them. This is way I would not accept their offer, they don't do what they say.

08/19/2022 - Imported

Received Business' Rebuttal Response

We have spoken to Mr. Boyd and have gone above and beyond to shown him that we value our customers and that we are not happy that it has taken so long to get his system up and running. We have assured him that we are committed to our customers.

08/22/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

When did they talk to me, I'm totally open to talking. This is No offer, just a statement.

09/23/2022 - Imported

More Info Received from the Business

If you have any additional concerns please reach out to the office. 865/392/1036

11/07/2022 - Imported

Received Business' Rebuttal Response

This project has been completed. Please reach out if there are any additional questions or concerns.

865-392-1036

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851473

**Consumer
Info:**

Moreland, Dana
706 Chilhowee Lane
Bean Station, TN 37708

danamoreland5@gmail.com

**Business
Info:**

Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 6/18/2022 6:01:16 PM

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:

On March 5th, I scheduled an appointment with 2 Solar Titan sales representatives to talk about getting solar panels installed on my roof. The sales representatives walked around the house with my husband assuring us that no installation would happen without someone coming to our house to measure and explain the logics of where the panels and equipment would be placed on the roof. Then I was asked to sign an Installation Agreement which I was NOT comfortable with because I no one had measured or explained where the equipment would be placed. The sales reps said the form was needed so the Engineering team could complete the design/drawings. No one came to my house and measured. I asked for the design specs several times and I finally received them via email on March 15th. The design was dated for Sunday, March 6th the day after I met with the sales reps. This made me more concerned because no one had been to my house to measure or explain installation. At that point I told Solar Titan to cancel this transaction and they said that the installation was cancelled. Then on May 25th I received an invoice from Mosaic (the finance company) informing me that my first payment of \$272.52 will be due on June 10th. I contacted Mosaic to inform them I have NOT received solar panels. They keep telling me that Ideal Horizon/ Solar Titan needs to approve the cancellation. Ideal Horizon//Solar Titan refuse to cancel the transaction and expect me to pay 30% of the total financed according to the fine print on the back of the Installation Agreement which was signed on an iPad and I never saw the fine print. To get this resolved I need Ideal Horizon/Solar Titan to cancel this transaction with Mosaic and take this debt off my credit report. To this day I do NOT have or want solar panels.

Consumer's Desired Resolution:

Correction to a credit report; No further contact by the business

Complaint Timeline

06/18/2022	Complaint Received by BBB: Legacy web
06/21/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/21/2022	Send Acknowledgement to Consumer: Legacy Otto

06/21/2022	Inform Business of Complaint: Legacy Otto
06/21/2022	Receive Business Response: Legacy WEB
06/22/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/30/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
06/30/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
06/30/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

06/21/2022 - Imported

Receive Business Response

We cancelled this purchase in our system on May 27th, 2022. There was a note stating the custom had already cancelled with Mosaic. We have spoken with Mosaic and confirmed that the project cancellation is in process. Any payments made will be refunded to customer by Mosaic. This project is complete cancelled on our end.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851474

Consumer Info: Allen, Rachel
127 Viewpoint Dr
Alexandria, KY 41001

rachelaallen05@gmail.com

Business Info: Ideal Horizon Benefits / DBA: Solar
Titan USA, LLC
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 6/20/2022 11:23:23 AM

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:

They installed solar panels on my roof 4 months ago and they are still not operational. They were installed before getting permits, which I assume went through ok since I wasn't told otherwise. I have called multiple times for updates and was not told of any issues until last week. I now don't know when the inspector will come out. Our energy company won't be contacted until after that to get the panel updated. I am now getting high electric usage with these high temperatures and not getting the benefit of the sun to produce what I need so will have even higher electric bills. My loan payment has now started. They have agreed to pay for 1 payment but this does nothing to compensate for what I was sold on for lowering my electric bill and over producing in these sunny months so I can get credits during the winter.

Consumer's Desired Resolution:

Finish the job; Billing adjustment

Complaint Timeline

06/20/2022	Complaint Received by BBB: Legacy web
06/21/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/21/2022	Send Acknowledgement to Consumer: Legacy Otto
06/21/2022	Inform Business of Complaint: Legacy Otto
06/21/2022	Receive Business Response: Legacy WEB
06/22/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
06/22/2022	Received Consumer Rebuttal: Legacy WEB
06/22/2022	Forward Consumer Rebuttal to Business: Legacy

pfrazier@knoxville.bbb.org

06/30/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
06/30/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
06/30/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
06/30/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
06/30/2022	Case Closed UNRESOLVED: Legacy Otto
07/21/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
07/21/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
07/21/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
07/29/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
07/29/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
07/29/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

06/21/2022 - Imported

Receive Business Response

We have spoken to Ms. Allen and assured her the we will reimburse all her payments until she is up and running. We are waiting on final inspection.

06/22/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

I do not want this closed until the panels are operational. I have been told they would cover loan payments until then but no update on when the inspection will be complete and after that the electric company has to be contacted to update my meter. I have no idea how long it will be until they panels will be turned on.

07/21/2022 - Imported

Received Business' Rebuttal Response

We have spoken with Ms. Allen and expressed our apologies for the frustration and delays. We have given a dedicated customer care person to assist her thru completion. We have compensated her with reimbursement on her loan payments as well until she is up and running as well.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851472

Consumer	Miller, Kenneth	Business	Ideal Horizon Benefits / DBA: Solar Titan
Info:	1112 spear point drive hendersonville, TN 37075 kenmiller@big-mil.com	Info:	USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 6/24/2022 7:00:30 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Entered into agreement with 08/03/2021 with Solar Titian for installation of solar panels on my home. The sale man asked me what I was looking to get out of installing Solar panels. I told him eliminate my bill he said done with this system. That is when the stories and delays started first one the panel installers came out with the wrongs panel lay- out because they looked at goggle earth picture and my home has had, and addition added, and they didn't know. After 3 weeks the came back to install and that group looked like they did want to work so one went up and walked around and said the roof had too much bounce I should get it inspected before having them installed. I paid and roofing company to come out inspect the roof it was fine. 2 month more they install the panels. 3 months later and 10 calls they came out and installed the battery and the controller and the electrical wipe that hung off house for over 6 months until one more series of calls they came back to connect it; Wow I'm done I Thought that crew did not connect the master breakers to the system. More calls 3 weeks new crew hooks up breaker leaving the main panel cover off but ok I think I'm close now been paying electric Bill and 38,500 for a Solar set up that's not working. So now I'm done I thought no I'm not. So, more call more complaints asking about all this money I'm losing they offer me 750 for 4 months bills. But it came on a letter say I can Complaint or tell the public how bad of service I am getting. So, I went looking for the problem I found out they never had a PERMIT to do any of the work done here at my house. So, more calls and now they tell me it's the local government fault that I don't have Solar.?????????????. They will not give them the okay to turn it on. I have now found out that there are several people like me here in this community. The do the work to get the money and never finish the job.I contacted the loan company I paid off the 38k to report it Horizon idea.

Consumer's Desired Resolution:

Refund; Refund

Complaint Timeline

06/24/2022	Complaint Received by BBB: Legacy web
06/24/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/24/2022	Send Acknowledgement to Consumer: Legacy

	Otto
06/24/2022	Inform Business of Complaint: Legacy Otto
07/11/2022	No Response to First Notice to Business: Legacy Otto
07/11/2022	Second Notice to Business: Legacy Otto
07/19/2022	No Response Received from Business on 2nd Notice: Legacy Otto
07/20/2022	Inform Consumer No Response from Business: Legacy pfrazier@knoxville.bbb.org
07/20/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto
07/20/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto
07/20/2022	Case Closed - UNANSWERED: Legacy Otto
08/31/2022	Receive Business Response: Complaint Reopen kathyf@knoxville.bbb.org
09/01/2022	Forward Business Response to Consumer: Legacy kathyf@knoxville.bbb.org
09/01/2022	ReOpen the Complaint: Complaint Reopen kathyf@knoxville.bbb.org
09/09/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
09/09/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
09/09/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

08/31/2022 - Imported

Receive Business Response

We have worked with Mr. Millers to resolve concerns.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851471

Consumer	Tackett, Don	Business	Ideal Horizon Benefits / DBA: Solar
Info:	8425-main-St Jeffersonville, KY 40337 tac_man_23@yahoo.com	Info:	Titan-USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 6/25/2022 6:00:31 AM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

4-9-22 \$31,500.00 Was supposed to provide solar power to my home. Will not finish the job, will not provide an estimated time of finishing the job. I have made many phone with no result, been told to call back in 1 week, call back in 2 weeks, and so on. Was told I'm at the bottom of the "priority list"

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

06/25/2022	Complaint Received by BBB: Legacy web
06/27/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/27/2022	Send Acknowledgement to Consumer: Legacy Otto
06/27/2022	Inform Business of Complaint: Legacy Otto
07/12/2022	No Response to First Notice to Business: Legacy Otto
07/12/2022	Second Notice to Business: Legacy Otto
07/20/2022	No Response Received from Business on 2nd Notice: Legacy Otto
07/20/2022	Inform Consumer No Response from Business: Legacy pfrazier@knoxville.bbb.org
07/20/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto
07/20/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto
07/20/2022	Case Closed - UNANSWERED: Legacy

Otto

07/27/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
07/27/2022	Receive Business Response: Complaint Reopen pfrazier@knoxville.bbb.org
07/27/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
08/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
08/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/27/2022 - Imported

Receive Business Response

We have been working with Mr. Tackett to get everything completed. We understand the frustrations with the delays and we standby completion of the project.

Ideal Horizon Benefits / DBA: Solar Titan USA, LLC

Case #: 18851468

Consumer	Burt, Kevin	Business	Ideal Horizon Benefits / DBA: Solar
Info:	75 MOUNT CARMEL CHURCH RD UTICA, KY 42376 rbsautomotive@bellsouth.net	Info:	Titan USA, LLC 414 N Peters Rd Knoxville, TN 37922-2332

Date Filed: 6/28/2022 5:01:58 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

I bought a solar system for my home in november of 21. they have installed the system an it does not work... i have contacted them numerous times an keep getting the run around.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

06/28/2022	Complaint Received by BBB: Legacy web
06/29/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/29/2022	Send Acknowledgement to Consumer: Legacy Otto
06/29/2022	Inform Business of Complaint: Legacy Otto
07/14/2022	No Response to First Notice to Business: Legacy Otto
07/14/2022	Second Notice to Business: Legacy Otto
07/21/2022	Receive Business Response: Legacy WEB
07/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
07/29/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
07/29/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
07/29/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

We have scheduled service for 7/22. We have recently added personal to provide a quicker response times. We will reach out to this customer again to make sure all concerns are completely addressed.

Solar Titan USA

Case #: 18851466

Consumer	Mccrocklin, Stephen	Business	Solar Titan USA
Info:	737 Braeview Road Louisville, KY 40206	Info:	414 N Peters Rd Knoxville, TN 37922-2332
	smccrocklin@gmail.com		

Date Filed: 6/29/2022 8:02:38 PM

Nature of the Complaint: Billing or Collection Issues

Consumer's Original Complaint:

I signed a contract on 9/9/2021 to install a \$47K solar system on my roof. They attempted the initiation on 10/19/2021. The panels were installed at night with limited light and half the panel were mounted away from the sun. The electrical components wired on 11/2/2021 were not installed by a licensed electrician, which is against local code. It failed inspection twice. They have not yet had a licensed electrician finalize the repairs. As of July 29, 2022, 11 of the 26 panels are not working. This whole experience has been a nightmarish and ongoing saga that has taken dozens of hours. Hold times are lengthy and emails are generally not returned. While staff people have all been nice, the fact remains that I have a \$47K system that still after 10 months is still not working. I can go into much greater detail with call records and notes from each correspondence, but you have the gist. This is absolutely not the company to purchase a system from. I am clear about this now that I have seen two news segments on their poor business practices, as well as a Facebook group about scores of unhappy customers. The person who sold me the panels quit right after he sold me because of what he called unethical business practices. I want a \$15K restitution for all this nonsense. The only reason we have any progress is because I have spent so much time calling and fussing to get them to do each step.

Consumer's Desired Resolution:

Billing adjustment

Complaint Timeline

06/29/2022	Complaint Received by BBB: Legacy web
06/30/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/30/2022	Send Acknowledgement to Consumer: Legacy Otto
06/30/2022	Inform Business of Complaint: Legacy Otto
07/15/2022	No Response to First Notice to Business: Legacy Otto
07/15/2022	Second Notice to Business: Legacy

	Otto
07/21/2022	Receive Business Response: Legacy WEB
07/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
07/24/2022	Received Consumer Rebuttal: Legacy WEB
07/24/2022	More Info Received from the Consumer: Legacy
07/24/2022	More Info Received from the Consumer: Legacy
07/25/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
08/02/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
08/02/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
08/02/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
08/02/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
08/02/2022	Case Closed UNRESOLVED: Legacy Otto
08/08/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
08/09/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
08/09/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
08/10/2022	Consumer Rejects Business' Final Offer: Legacy WEB
08/10/2022	More Info Received from the Consumer: Legacy
08/11/2022	Forward Consumer Rebuttal to Business: Legacy kathyf@knoxville.bbb.org
08/18/2022	Received Business' Rebuttal Response: Legacy WEB
08/18/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org

08/18/2022	Consumer Rejects Business' Final Offer: Legacy WEB
08/18/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
08/18/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
08/18/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
08/18/2022	Case Closed UNRESOLVED: Legacy Otto
09/27/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
09/27/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
09/27/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
10/05/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
10/05/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
10/05/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

Mr. McCrocklin reviewed the installation plans via email prior to installation. He requested the location of the panels be changed from the original design plan to the side they were installed on. He was told that this was not the best selection for production. He stated that he thought it got plenty of sun and that is where he wanted them. This was told to the crew lead on site by Mr McCrocklin as well. After a few months he decided the production was not what is needed to be and called to let us know this. He was reminded that they were install where he had requested. We told him we could try a reverse tilt option that might help increase his production. We purchased and installed this equipment at not additional cost to him. We have proven to him that we are here and do take care of our customers. He install has passed state electrical inspection. We have and do stand behind his purchase and servicing. Solar is fast growing industry and unfortunately there are some who choose negativity when let go or when they have chosen to moving on to grass is greener competition. We will reach out to him again.

07/24/2022 - Imported

More Info Received from the Consumer

Document Attached

See Attachment/File: Shana messages

07/24/2022 - Imported

More Info Received from the Consumer

Document Attached

Please note on the attached document "Re Updated Solar Plans IMPORTANT EDD" says:

On Oct 6, 2021, at 8:29 PM, Dale Roden wrote:

Looks like we could take advantage of the smaller flat portion as well. I don't see any issues with making this work for you.

Regards,

Dale Roden Production Manager Engineering Services

See Attachment/File: Re Updated Solar Plans IMPORTANT EDD.pdf

07/24/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

The response from the Solar Titan representative is incorrect. I was very clear during the 1st visit with the Solar Titan representative, Ross Gordon, who visited my home on 10/11/21, that if I moved forward with a solar system it must be installed on the flat section of my roof. Mr. Gordon will attest to this. Mr. Gordon during the meeting called Shawna Helton, VP of Sales, and discussed this. She said that would not be a problem. I specifically asked for someone from their company to look at my roof and to be sure this would be a good placement for the panels. This visit was scheduled for 9/2/21. Shawna texted the afternoon before and canceled. I have a copy of this text strand. They would not schedule another date and I was connected to Dale Roden. He said they would not send anyone to look at the roof until I signed the contract. He assured me that they install panels on roofs all the time, they work great, and my satisfaction was guaranteed. I signed the contract on 9/5/21.

I had a number of texts and hurried calls with Dale who in the end said there was no need for a site visit. The installers were pros and could take care of the installation when they arrived. I was concerned about this approach and on 10/15/21 I privately paid for a Roof Report

Prepared by Roofr and sent it to Dale. This diagramed every detail of my roof. After a number of requests from Shawna via text, I was finally sent their installation plans. I was told they normally do not send this in advance. To my surprise, none of the panels were to be placed on the flat part of the roof we had talked about. I again contacted Shawna and Dale. They apologized for the miscommunication, assured me flat roof installation was not a problem, and sent updated installation plans. I was told the plans were just a rough guide and the installers will figure out the details when they are here. No caveats were given, and no concerns were raised to me about this placement. Only that my satisfaction

was guaranteed.

On the installation day 10/19/21, a crew arrived, looked at the roof, and quickly realized that they did not have the materials needed to install the panels on my flat roof. They had to request the needed supplies, which arrived that night after it was already dark. The crew began placing panels on my roof in the dark using the lights on their cell phones and a light I let them borrow. In the dark, the panels were mounted angled away from the sun. It took months to get any response to have the panels reangled.

Meanwhile, on 11/2/21 another crew came to run all the electrical wiring. No one on this crew was an electrician; they freely offered this information when I asked. I asked if they were electricians when they started wiring circuits in my circuit breaker panel. It failed inspection on 11/23/21. They did not send a crew to repair it until 5/23/2022! While it passed eventually, I am still waiting on their contract licensed electrician to complete his repairs. Some damaged wires need replacing that were missed during inspection.

After countless texts, emails, and calls I was able to reach Scotty, who runs the service dept. He was able to see the panels were not producing properly and visited on 2/9/22 after my urging. When he was on the roof he was able to see the obvious - panes tilted away from the sun. I explained how difficult it had been to reach anyone or get any kind of response from Solar Titan. I asked for them to either fix the panes quickly or remove them and refund me. I was clear that I preferred the removal and refund. I hope it is obvious why - I had lost confidence in Solar Titan. At that point, my electrical was still a failed inspection and I could not get them to repair it, the panels were improperly installed, I had spent dozens of hours calling, texting, and writing emails and nothing was happening. Calls, emails and texts were rarely returned. Things simply sat unanswered. This was very frustrating. I have no explanation for months of such resignation.

I noticed that it took the BBB sending two notices and waiting 22 days to get a reply. This experience for all the reasons above has been a nightmare. I can say that when I do reach a person, or when I have met people on the crew they are all very nice. I have never had a cross word with anyone. But, that does not make up for such a failed job, dozens of hours trying to communicate with people at the company that are nonresponsive, and several missed days of my work to meet crews at my house. When I read the 1st half of the "Response to Consumer", I have to believe they have the wrong customer in mind or this is a boilerplate reply because it does not match any of the communication I have with the company. Further, I am not someone who "chooses negativity when let go or when they have chosen to move on to grass is greener competition." Honestly, I have no idea what the means. It seems to be a personal attack of some sort, that I am choosing to ignore and stay focused on trying to get this very expensive job finished and some financial compensation for my troubles. I can't imagine Solar Titan would want a customer to go through what I have gone through to try and get a system installed. And, mine is still not finished, 10 months later.

08/08/2022 - Imported

Received Business' Rebuttal Response

We have spoke with Mr. McCrocklin. The issues and complaints have been resolved.

08/10/2022 - Imported

More Info Received from the Consumer

Document Attached

- 1) Document showing Layout View of solar panels REVOKED
 - 2) Screen shot from website at time of purchase indicating "panel level cloud based monitoring"
- See Attachment/File: User site access revoked

08/10/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

Issues and complaints are NOT resolved, but we are getting closer. Dale Roden called on 7/26/22 and we had a productive conversation. This included an agreement on a settlement amount.

I have completed what Dale Roden asked of me during that call: a) sign the customer satisfaction letter and b) tell the financing company installation was complete.

I am still waiting on Solar Titan to:

- 1) Complete the necessary and agreed-upon electrical work
- 2) Send the settlement check
- 3) Reactive the 'layout' view to view individual solar panel performance. This was turned off after I signed the satisfaction letter. This is an advertised feature Solar Titan provides. See attached.

I called and texted Mr. Roden days ago about the above and he has not replied.

I will happily agree that my complaints are resolved when the above is complete.

08/18/2022 - Imported

Received Business' Rebuttal Response

We have spoken to Mr. McCrocklin. We are working with him and have shown him we go above and beyond to take care of our customers.

08/18/2022 - Imported

Consumer Rejects Business' Final Offer

(The consumer indicated he/she DID NOT accept the response from the business.)

This is not correct. I have not heard from Solar Titan since July 26. They have still not done the items listed Again on August 10. Again, these items are:

- 1) Complete the necessary and agreed-upon electrical work
 - 2) Send the settlement check they said I writing they would
 - 3) Reactive the 'layout' view to view individual solar panel performance. This was turned off after I signed the satisfaction letter. This is an advertised feature Solar Titan provides.
-

I don't understand why these items are not resolved. I also don't understand why someone wrote "We have spoken to Mr. McCrocklin. We are working with him and have shown him we go above and beyond to take care of our customers." They are not in contact with me. My calls are not returned, the problems are unchanged. As a customer I would very much appreciate care that goes above and beyond. However, I would also be happy with adequate. I just want my job completed. It is nearing a year.

I remain ready to close my complaint when the items they have agreed to do are completed.

09/27/2022 - Imported

Received Business' Rebuttal Response

We have heard Mr. McCrocklin's request and have done what we could to go above and beyond to show him he is a valued customer.

Solar Titan USA

Case #: 18851467

Consumer Info: Spaulding, Alex
120 Queensway Dr
Versailles, KY 40383

aspaulding18@gmail.com

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 6/29/2022 8:02:38 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

Signed a contract with Solar Titan USA to install a solar system legally. The problem is they cant get the Inspector to come out because the electrician stopped communicating with Solar Titan. The inspector wont show up because they have to have the electrician that did the job come with them. The electricians insurance is needed if they did anything wrong. So im stuck with a \$250~ payment each month for something that cant be legally operable.

Consumer's Desired Resolution:

Finish the job

Complaint Timeline

06/29/2022	Complaint Received by BBB: Legacy web
06/30/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
06/30/2022	Send Acknowledgement to Consumer: Legacy Otto
06/30/2022	Inform Business of Complaint: Legacy Otto
07/15/2022	No Response to First Notice to Business: Legacy Otto
07/15/2022	Second Notice to Business: Legacy Otto
07/21/2022	Receive Business Response: Legacy WEB
07/22/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
08/01/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/01/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto

08/01/2022

Case Closed - Assumed RESOLVED: Legacy
Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

We are very sorry for the delay with the electrician and inspection. This has been rectified and the inspection will happen shortly. We will be reimbursing any payments made on the loan until it is passed inspection.

Solar Titan USA

Case #: 18851465

**Consumer
Info:**

Greenamy, Tania & Derek
149 Cedar Cir
Powell, TN 37849

taniab33@yahoo.com

**Business
Info:**

Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 6/30/2022 3:03:33 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Earlier in the year we reached out to Solar Titan USA. Solar Titan was quick to respond to request for a quote and a sales person arrived promptly. The salesperson told us that the solar panels plus batteries would replace our monthly electricity bill, even though we didn't have a full year of service records to show. The initial quote was for \$207+ a month, which we told them we would not pay as that was far higher than what we estimated our electrical bill was for the 1st month we had. We agreed to a lower payment in the \$195+ range per month. The sales person did not disclose any contract or warranty paper work for system to be installed. We are prior solar customers from Tesla in another state and unfortunately Tesla is not set up in Knoxville area. Once Mosaic finance company was reached to settle bill it was told to us that our bill due to high credit fico score gave us a payment of \$183.05, however we received letter from them stating they are charging us for the original quoted \$207+ per month. Calls to Mosaic and Solar Titan usually go unanswered. Messages left without response and when they do, we are told they are vacation due to holidays. System is still not up and running, even though they are installed. Techs who do come to home are polite and respectful, but no resolution from company itself. With all the complaints coming in, now we regret system installation. Would prefer resolution one on one with company so we can move forward with original deal, but feel deceived and wonder if this needs to go to arbitration or to attorney generals office.

Consumer's Desired Resolution:

Billing adjustment; Refund

Complaint Timeline

06/30/2022	Complaint Received by BBB: Legacy web
07/01/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/01/2022	Send Acknowledgement to Consumer: Legacy Otto
07/01/2022	Inform Business of Complaint: Legacy Otto
07/18/2022	No Response to First Notice to Business: Legacy

	Otto	
07/18/2022	Second Notice to Business: Legacy Otto	
07/26/2022	No Response Received from Business on 2nd Notice: Legacy Otto	
07/26/2022	Inform Consumer No Response from Business: Legacy pfrazier@knoxville.bbb.org	
07/26/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto	
07/26/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto	
07/26/2022	Case Closed - UNANSWERED: Legacy Otto	
07/27/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org	
07/27/2022	Receive Business Response: Complaint Reopen pfrazier@knoxville.bbb.org	
07/27/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org	
08/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto	
08/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto	
08/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto	

Complaint Messages

07/27/2022 - Imported

Receive Business Response

We have address the concerns. The loan payment has been corrected. We are waiting final inspection and have been in contact with the inspector and other parties needed.

Solar Titan USA

Case #: 18851469

Consumer Info: Vancleave, Sharon
104 Westwood Dr
Richmond, KY 40475

vancleaves Sharon@yahoo.com

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 7/6/2022 6:01:48 PM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

I signed a contract in January of 2022 for Solar panels. I still don't have any panels installed and am now paying 234 month on a loan for panels I don't have. I have tried to cancel the contract and Solar Titan is saying I must pay the bill regardless and can't give me any timeline as to when anything will be done

Consumer's Desired Resolution:

I want the contract canceled

Complaint Timeline

07/06/2022	Complaint Received by BBB: Legacy web
07/07/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/07/2022	Send Acknowledgement to Consumer: Legacy Otto
07/07/2022	Inform Business of Complaint: Legacy Otto
07/21/2022	Receive Business Response: Legacy WEB
07/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
07/29/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
07/29/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
07/29/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

This purchase has been cancelled and her file was sent for cancellation to the finance company. Her

financing is being cancelled and any payments made to the finance company will be refunded to her by the finance company. The delayed timeline was due to many factors and we absolutely understand the frustration with the delay.

Solar Titan USA

Case #: 18851470

Consumer Info: Honcharik, Paul
40 Prince Edward Way
Covington, GA 30016

pwh957@aol.com

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 7/6/2022 2:01:16 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

The attached document labeled Solar Titan USA is a detailed outline of entire events with Solar Titan USA.

Consumer's Desired Resolution:

Finish the job; Refund

Complaint Timeline

07/06/2022	Complaint Received by BBB: Legacy web
07/07/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/07/2022	Send Acknowledgement to Consumer: Legacy Otto
07/07/2022	Inform Business of Complaint: Legacy Otto
07/22/2022	No Response to First Notice to Business: Legacy Otto
07/22/2022	Second Notice to Business: Legacy Otto
07/27/2022	Receive Business Response: Legacy WEB
07/27/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
08/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
08/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/27/2022 - Imported

Receive Business Response

We are working with the county to get this completed. We will be reimbursing any loan payments made before a passed inspection is received.

Solar Titan USA

Case #: 18851478

Consumer Info: Wooten, Blair
512 Noel Ave
Manchester, TN 37355

blair.wooten@yahoo.com

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 7/7/2022 4:01:29 PM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

On Friday April the 15th, 2022 I signed a contract with Solar Titan for a solar package to be installed. I canceled the contract (within the federal (3 day cooling off period) on Monday April 18th and sent it to the lender on a form provided in my packet. I had until Wednesday the 20th at midnight Pacific time. The lender is in Oakland, California. My signed and notarized document arrived at the lender at 1:07 PM, Tuesday April the 19th. Now the installer, Ideal Horizon Benefits, refuses to honor the canceled contract. They are in clear violation of a federal law.

Consumer's Desired Resolution:

Contact by the business

Complaint Timeline

07/07/2022	Complaint Received by BBB: Legacy web
07/08/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/08/2022	Send Acknowledgement to Consumer: Legacy Otto
07/08/2022	Inform Business of Complaint: Legacy Otto
07/21/2022	Receive Business Response: Legacy WEB
07/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
07/29/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
07/29/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
07/29/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

This customer let us know after the 3 day right of cancellation that her desire was to cancel. She stated that she mailed in a letter. That letter has never been received. We asked her to email a copy to us so we could let the finance company know. We still have not received anything from her. We have cancelled her purchase and let the finance company her desire not to more forward. The finance company has confirmed the cancellation as well.

Solar Titan USA

Case #: 18851479

Consumer Info: John, Sheeba
13512 Broken Branch Way
Louisville, KY 40245

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

sheebajon@gmail.com

Date Filed: 7/8/2022 1:01:08 PM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

3/18/2022: SOLAR TITAN USA Salesperson explained to us the advantages of having Solar Titan Usa's solar panels installed and that they have done multitudes of installations in Louisville, Ky, and they are the fastest and best in the industry and we signed a contract with them on 3/18/2022. SOLAR TITAN USA was very quick to install 10 solar panels, on our requested date of 5/19/2022. Our payment for the loan for solar panels started on 6/13/2022 through Mosaic. Ever since it has been a downward spiral. Lots of false information and lack of correct correspondence by SOLAR TITAN USA since then!! 7/8/2022: Still struggling with getting the process moving with SOLAR TITAN USA to do the needful request for inspectors to come and inspect the SOLAR PANELS installed by SOLAR TITAN USA. Inspectors to approve it and start the functioning of the solar panel. Details of this process and time spans involved were not included in the sales pitch. So, we believe that the sales pitch the Solar Titan Usa makes is not correct. They are just interested in the sale of their product which are the panels and after that they are very inappropriate in the way they are processing the steps required to actually make the system work!! If they are not making the system work or keep us duly informed with correct information on the steps and time span, what is the use of having 10 solar panels on our roof top from SOLAR TITAN USA and the bidirectional meter installed by our local utility company LG and E on 6/13/2022? Today 7/8/2022 the develop Louisville Division of construction Reviews, Ky, the staff who attended the phone @tel number 502-574-3321 checked our home address and informed that they have not received an electrical inspection or building inspection request from SOLAR TITAN USA for our home. SOLAR TITAN USA did not give us the copy of the permit for installation of solar Panels which this staff informed us the SOLAR TITAN USA should have done! This company misleads & lies!

Consumer's Desired Resolution:

Finish the job; Modification/discontinuance of an advertised claim; SOLAR TITAN USA must be training staff on being truthful & train salesperson to be correct regarding complete steps/time for the solar Energy to work!

Complaint Timeline

07/08/2022 Complaint Received by BBB: Legacy web

07/08/2022 Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org

07/08/2022	Send Acknowledgement to Consumer: Legacy Otto
07/08/2022	Inform Business of Complaint: Legacy Otto
07/25/2022	No Response to First Notice to Business: Legacy Otto
07/25/2022	Second Notice to Business: Legacy Otto
07/27/2022	More Info Received from the Consumer: Legacy
07/27/2022	More Info Received from the Consumer: Legacy
08/02/2022	No Response Received from Business on 2nd Notice: Legacy Otto
08/02/2022	Inform Consumer No Response from Business: Legacy pfrazier@knoxville.bbb.org
08/02/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto
08/02/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto
08/02/2022	Case Closed - UNANSWERED: Legacy Otto
08/31/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
08/31/2022	Receive Business Response: Complaint Reopen pfrazier@knoxville.bbb.org
08/31/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
09/06/2022	Received Consumer Rebuttal: Legacy WEB
09/06/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
09/14/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
09/14/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
09/14/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
09/14/2022	Inform Business - Case Closed UNRESOLVED: Legacy

Otto

09/14/2022

Case Closed UNRESOLVED: Legacy
Otto

09/23/2022

More Info Received from the Business: Legacy

11/07/2022

More Info Received from the Business: Legacy

Complaint Messages

07/27/2022 - Imported

More Info Received from the Consumer

OLAT TITAN USA,

Please give us more details and specifics about

1, why the system failed the state electrical inspector's inspection.

2.what exactly is to be fixed for the electric inspector to reinspect.

3.what is the time span for all of this to happen?

4.How will we know when the re-inspection will take place and

5.when will we get access to the App the Electric Inspector told us about so we can monitor the performance of the Solar Panels?

On top of overpaying by thousands of dollars for photovoltaic solar panels and delayed processes the lack of details and delayed communications does not help us, anyone can understand our anxiety about SOLAR TITAN'S PERFORMANCE in this matter.

We signed contract with this company in March 2022, they installed 10 Solar Panels on our roof in May 2022, we have started payment since June 2022 towards the loan taken for this.

In July I found out from the state inspectors office that SOLAR TITAN USA had not requested for electrical inspection to the state, when SOLAR TITAN USA told me after the I g and E utility staff installed the bidirectional meter in June they have requested for the inspection.

I went on BBB on 7/8/2022 and filed a complaint on the company. within 1 hr after the complaint was filed received call from Solar Titan staff saying that the solar titan electrician is on the way to do a quality check of the solar panel system.

The quality check electrician of Solar titan said the system passed his test from SOLAR TITAN USA and he has the permit to start the solar system and so he started the solar panel system.

BUT WE HAVE NO WAY OF KNOWING IF THE SOLAR PANEL IS ACTUALLY WORKING YET.

On July 20th the state electrical inspector came and today I received an email from Tiffany, permitting tech of Solar Titan USA, that the inspection from the state failed but with no explanation to what the reason was. They will send someone out to fix and then the inspector will come for reinspection. Is all I know.

I know we have agreed to pay thousands more than the solar panels costs and we do not even have a battery for the panels and then the trouble to get correct information on timely basis and on delayed processes.

The electrical state inspector told us SOLAR Titan USA is supposed to give us information on an APP which helps us monitor the Solar energy created by the solar panel and the electric usage etc etc, I have not heard a reply from the company on that enquiry either.
will update as to what happens going forward.

The sales pitch given by the Solar Titan USA did not include any of the details of the process, he said other Companys takes 6 months or so for working the solar panels but for SOLAR TITAN USA it will only take a few weeks!!!!

Solar Titan has lost our trust in every aspect due to not being true. We have still to find out if the panels they installed on our roof and the work they did is actually of any benefit to us.

07/27/2022 - Imported

More Info Received from the Consumer
SOLAR TITAN USA, 7/27/2022

08/31/2022 - Imported

Receive Business Response

We have been in communication with the customer to answer all questions. We understand the frustrations with the process and have worked to get things taken care.

09/06/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

SUOLAR TITAN USA did sent us a reply but have not come yet as of today 9/6/2022 to do the repairs they need to do per the state electrical inspectors' direction!!

Also, the solar energy the system has been producing the past 2 months is less just 1/4th of what they said it will produce and this has been a sunny hot summer! We have no shade or trees on the roof in the back side of our home where the panels are installed!! Poor product also! We will never recommend this company to anyone else. We have been asking them to tell us how much solar energy each one of the panels, which they have installed, will produce, and they have not answered it yet!

09/23/2022 - Imported

More Info Received from the Business

If you have any additional concerns please reach out to the office at 865/392/1036

11/07/2022 - Imported

More Info Received from the Business

This project is now complete. Please reach out if you have any addition questions or concerns.

Solar Titan USA

Case #: 18851480

Consumer Widner, Leslie
Info: 395 King-Bend Rd
Cumberland Gap, TN 37724

Business Solar Titan USA
Info: 414 N. Peters Rd
Knoxville, TN 37922-2332

lesliebrogan@hotmail.com

Date Filed: 7/12/2022 1:00:58 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

On 2/26/2021 we had a salesman here and agreed to purchase a 14-kW system. He assured us after looking at all of our electric bills that this is the system size we needed. He was questioned over 3 times if the system would RUN our whole house. He assured us it would. He was asked several times about having freedom to heat and cool our house as we wanted and not having to worry about cost. Again, he assured us we could set thermostat to 90 degrees in the winter and 60 in the summer. When I asked about power outages, he said we would have power when no one else did. I said, "so you mean my whole house can be lit up like a Christmas tree when everyone else is dark?" He said "Yes" He also informed us that there was a 26% tax credit and if we paid that back on the loan within 18 months our monthly payment would not increase. This is a false claim. We only received partial credit this year and will receive the rest next year. Which will be after the 18-month period so our payments will increase by about \$150 per month due to not having the full tax credit amount at one time. (False information) He also assured me, after I asked several times regarding my electric bill, that my electric bill would be no more than \$30-\$40 per month \$50 max. (another false promise) Installation started March 3, 2021. They tried to install a battery backup system instead of the whole home system we purchased. We did end up with the whole home system. As of today, the system still does not do what the salesman sold us. They never return calls and I'm on week 2 of waiting on an engineer to call me back and tell me how 1 more battery will help sustain my home with solar energy when the batteries I have are drained by 9:00pm. Solar Titan is a scam. They add info to signed paperwork after the fact and don't leave copy with signee. They do NOT provide what they sell!!!

Consumer's Desired Resolution:

I would like for the company to remove the system and pay the loan off. I have asked for this since Aug 2021; Refund

Complaint Timeline

07/12/2022	Complaint Received by BBB: Legacy web
07/12/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/12/2022	Send Acknowledgement to Consumer: Legacy Otto

07/12/2022	Inform Business of Complaint: Legacy Otto
07/21/2022	Receive Business Response: Legacy WEB
07/21/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
07/22/2022	Received Consumer Rebuttal: Legacy WEB
07/25/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
08/02/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
08/02/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
08/02/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
08/02/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
08/02/2022	Case Closed UNRESOLVED: Legacy Otto
08/08/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
08/09/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
08/09/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
08/17/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/17/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
08/17/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

Mr and Mrs Widner have been informed of the function of the system each step of the way. They were told that the battery would store additional power made that would then be used by their whole home this would help provide power at to the whole home at night or at times that the solar wasn't producing all the home needed and that is would use this stored power before pulling additional power from the electric grid. They were also told that the battery would provide some backup power for outages. They

expressed confusion at the install about this and wanted the backup power to be to the whole home not just few loads included. Due to this misunderstanding, we agreed to add to the battery and add an ATS at no cost to the customer. This was all done right after the sale and included in the install. There have been issues with Generac products and we are working to get those replaced. We also, told them we would access their system at a year and take care of any changes that might be needed. They have just reached the year mark and we are in the process. The generac issues have caused them not to have had the full function as it should have been. We have also reimbursed payments on the loan due to these generac issues.

07/22/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

We do not agree with Solar Titan's response. We were sold a 14-kW system that the salesman said would supply our whole home 24-7 at the cost of \$68,500. I would not have purchased a backup only system for that amount. They did install a battery and ATS system but ONLY after we questioned what they were installing. Had we not questioned it when we did we would have been stuck with a four breaker back up system.

We did not have backup when the power grid went down until May of 2022.

We were never told that they would access our system at a year and take care of problems. The first we heard of this was via phone conversation that took place on July 20, 2022 where they agree to give us an additional 6kW system with more batteries.

Solar Titan reimbursed us for 1 loan payment of \$375.11 for June 8, 2021's loan payment. This was because the system had not been turned on yet. They have not made any payments due to the Generac issues as they state.

At the present time we are awaiting response from Solar Titan on the agreement of the additional system.

08/08/2022 - Imported

Received Business' Rebuttal Response

We have been working with the Widners to review their system and production. There have been product issues that we have addressed and are now working with them on a solution that they feel fully satisfies their frustrations.

Solar Titan USA

Case #: 18851481

Consumer Info: Seamen, Holmes
23387 Frank St
Athens, AL 35613

Steve@seamens.net

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 7/12/2022 11:00:28 AM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

On March 22, 2022, I signed an agreement with Solar Titan USA to install a solar power array and back up battery system on my house. There was no specified completion date on the contract, only that my payments would not start until 30 days after the completion. The first team arrived on April 7 & installed panels on the roof. They complained that the 'engineers' had designed the system wrong' so they changed the plans but could not put the panels on the 'correct' end of the house. They ran clamps, holding a 'whip', down the back side of my roof and told me another team would trench my backyard to connect the panels. On May 3, another team arrived to install the back up battery system. They said they were not going to trench the yard, that a panel team must correctly re-route the cable to connect them. They also asked me to place a Wi-Fi device inside the house. Then, without consulting me, they ran a bright blue Ethernet cable 1/3 of the way around my house. On May 17 a panel crew came and moved the whip cable but could not remove the clamps without causing the roof to leak. Another electrician came later to connect the panels into their system. I asked about the faulty portions of the installation, he looked it over and said someone from the main office would have to decide what to do, they would call me back. That was the first of many empty promises. In the following days, weeks, and month, I repeatedly called and gave people chance to call back, but no calls. I sent an email, explaining the situation, and was told the elec dept head would call me, I made many calls to customer svc each time to a higher person, all ended with 'you will get a call back'. I did have a panel crew come but they were not equipped to do the necessary repairs, they didn't even get out of their truck. They promised someone would call me back. That was two weeks ago.

Consumer's Desired Resolution:

Finish the job; Move panels to correct end of house. Replace blue wire, Remove unused clamps and properly repair shingles and roof.

Complaint Timeline

07/12/2022	Complaint Received by BBB: Legacy web
07/12/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/12/2022	Send Acknowledgement to Consumer: Legacy Otto

07/12/2022	Inform Business of Complaint: Legacy Otto
07/21/2022	Receive Business Response: Legacy WEB
07/22/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
07/22/2022	Received Consumer Rebuttal: Legacy WEB
07/25/2022	Forward Consumer Rebuttal to Business: Legacy pfrazier@knoxville.bbb.org
08/02/2022	No Response from Business re: Consumer Rebuttal: Legacy Otto
08/02/2022	Bureau Judged Complaint to be Closed UNRESOLVED: Legacy pfrazier@knoxville.bbb.org
08/02/2022	Inform Consumer - Case Closed UNRESOLVED: Legacy Otto
08/02/2022	Inform Business - Case Closed UNRESOLVED: Legacy Otto
08/02/2022	Case Closed UNRESOLVED: Legacy Otto
09/06/2022	Received Business' Rebuttal Response: Complaint Reopen pfrazier@knoxville.bbb.org
09/07/2022	Send Business' Rebuttal Response - New Offer: Legacy pfrazier@knoxville.bbb.org
09/07/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
09/15/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
09/15/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
09/15/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

We spoke with Mr. Seaman today and have his service confirmed. We understand the frustration about the crew not having the parts needed to complete his job. This has been rectified. There was some confusion over the parts needed and what was received. We will get his project completed very soon. .

07/22/2022 - Imported

Received Consumer Rebuttal

(The consumer indicated he/she DID NOT accept the response from the business.)

The company has contacted me, however the people who contacted me completely misunderstood the situation and the requirements to resolve the situation. I re-explained the problem and suggested a method of resolving it. They indicated understanding, but I will not accept resolution until I see actual repairs beginning.

09/06/2022 - Imported

Received Business' Rebuttal Response

The installation manager spoke with Mr. Seaman today. We are scheduling the panels to be moved that he has requested.

Solar Titan USA

Case #: 18851482

Consumer
Info: Watson, Darrell
1005 Lime St
Byron, GA 31008

Business
Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

darrell.watson1955@gmail.com

Date Filed: 7/11/2022 8:10:20 PM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

In May 2022, I contacted the 800 number for the free Federal Solar Panels Program from a national advertisement for solar panels at no cost to the buyer. The representative had asked if I spoken to anyone about the free federal solar panels, and I explained I had entered into a contract with Solar Titan USA located in Knoxville, Tennessee. We had a short discussion about the federal program and I explained to the Rep that Solar Titan USA had not started the project for installation, and Rep responded that she would contact them about my interest in the free federal solar panel system installation program. I received a call a few days later from Solar Titan USA compant about scheduling an installation date, which was the following week. The representative from Solar Titan USA was Ms. Reeve that had called me about this schedule, and I again inquired about the free federal solar panel system program. Her response was someone would be calling about the program as my wife listen in. On the day of installation, I spoke with the crew boss again about the free solar panel system program, and he informed me I needed to speak with someone at the Solar Titan USA company. I made a call to the solar company again and left a message for Ms. Reeve. Since the day of installation I have not heard from anyone from Solar Titan USA company, the solar panel's system remains inoperable at this time. I spoke with Mosiac Financial Credit Union and Connexus Credit Union about the nonoperational solar panel system, and tomorrow Mosiac Financial will withdraw their first payment from my account. I'm contacting the BBB Tennessee as referred by the Macon Georgia bureau since I have not received any response to this important question I as am a veteran of the US Army. Please let me know if I am to contact the Consumer Protection Agency about the Free Federal Solar Panel System Program about this matter.

Consumer's Desired Resolution:

Company to provide explanations free federal solar panel system, and why were they nonreponse to my inquire?

Complaint Timeline

07/11/2022 Complaint Received by BBB: Legacy
web

07/12/2022 Complaint Validated by BBB Operator: Legacy
pfrazier@knoxville.bbb.org

07/12/2022	Send Acknowledgement to Consumer: Legacy Otto
07/12/2022	Inform Business of Complaint: Legacy Otto
07/21/2022	Receive Business Response: Legacy WEB
07/22/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
08/01/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/01/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
08/01/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/21/2022 - Imported

Receive Business Response

It looks like you responded to an ad after you had purchased from us. We are not sure what you saw or anything about this program. These are not our ads. We are not aware of any free solar programs. We will have a manager will be call you today.

The final inspection on your system was scheduled for July 18th. We are waiting for the update from the inspector. Thank you

Solar Titan USA

Case #: 18851483

Consumer	Inman, Kendra	Business	Solar Titan USA
Info:	353 Fiske Rd Harriman, TN 37748	Info:	414 N Peters Rd Knoxville, TN 37922-2332
kjinman@roaneschools.com			

Date Filed: 7/11/2022 8:10:20 PM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

We decided to do business with Solar Titan USA on May 6, 22. They came less than a week later to install equipment. They could not complete the project due to not having all the equipment they needed. That was fine, and we understood. They came back a week and a half later and said they had completed the project. The state inspector came and the project failed inspection. The workers came back and found they did not have the correct materials, so they left. They came back that afternoon late and still could not complete the project, due to not having what they needed. We waited to hear back from them and never did hear back. We called them several times and were told someone e would show up to finish the project, but no one showed up. We called the company the week of June 11, and had to leave a message. We called again and a person told us we would receive a call to schedule a time for them to come and complete the project. My husband received a call and they scheduled a time to come the week of June 28, due to us going on vacation the week of June 20. They came on June 28 but when they left told us they would need to order a part and would come back to complete the project. We had to call them last week to see if they were going to come back. We had to leave a message. They called back and said they would be at our home today, July 11, but did not show up. I called them July 11 and they told me the wrong part had been received and they had to reorder. I told them that we were not impressed with their service, and we wanted them to come and remove the materials. We would not be doing business with them. I was told we had taken a loan and had to follow through with the project. We do not even know who the loan is with. We have received no information. The lady, Jessica, that I spoke to was rude and refused to give me her manager's name. She said she would have that person call me. We have not used the equipment. We have not been able to use it.

Consumer's Desired Resolution:

Pick up equipment and never speak with the company again.

Complaint Timeline

07/11/2022	Complaint Received by BBB: Legacy web
07/12/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/12/2022	Send Acknowledgement to Consumer: Legacy Otto

07/12/2022	Inform Business of Complaint: Legacy Otto
07/18/2022	More Info Received from the Consumer: Legacy pfrazier@knoxville.bbb.org
07/27/2022	No Response to First Notice to Business: Legacy Otto
07/27/2022	Second Notice to Business: Legacy Otto
07/27/2022	Receive Business Response: Legacy WEB
07/27/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
08/04/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
08/04/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
08/04/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

07/18/2022 - Imported

More Info Received from the Consumer

During the week of July 12, 2022, I have called multiple times each day to discuss a project that I have previously reported to BBB. Again, Sara, manager, has ignored my calls and messages I have left. I have been put on hold for very long periods of time and I am always told Sara is in a meeting. Dale, another manager, has never contacted me back. Sara has acted as if she does not remember conversations that we have had throughout the week when she does take my call. We have been put off with different stories each time I call. Our concerns and requests never have a resolution. Sara was supposed to contact the loan company to have them send me an information on the loan, and she did not. I called Titan today and a girl named Ashley gave me Mosaic's info., so we called them. They have told us we must continue with the loan and the project will proceed. See attached email. I will not be forced to take a loan with a business like this one. I was told that 60% of the loan has already been released to the solar company, but it can be reimbursed. Now I am being told we must move forward with the loan. We have never used the system, because it has not been approved and it is not finished. I spoke with Kim in finance at the business July 15 and told her that we had requested the loan to be put on hold and we did not want to move forward. I asked her what else we need to do, and she said nothing. Sara would not talk to me on the 15th, due again being in a meeting. I was told again that Dale was not there. This was what I was told all week long. Not once did they initiate communication with me. The project has failed inspection and Sara supposedly contacted an inspector that I have gotten different stories about to why he has not been available to inspect a project that is not complete. Excuses... he only completes inspections on certain days and he is on vacation. SOLAR Titan USA is not dependable or trustworthy.

They do not know what they are doing.

We do not want to to move forward with the project. We wa t them to pick up their equipment. We do not want to take out a loan with Mosaic.

See Attachment/File: more info from customer-Inman K.pdf

07/27/2022 - Imported

Receive Business Response

We are sorry for the frustrations you have expressed. Dale spoke with your husband and has assured him that we will get the job completed quickly. It was Jessica P. that you spoke with about the inspections and she has been working to get everything taken care of. Sara in finance was out for a weeks and that may have caused so confusion, with your call backs. We value you and your husband and are committed to having your system completed very soon.

Solar Titan USA

Case #: 18851484

Consumer Info: Hendrickson, Philip
237 Sweet Hollow Rd
Corbin, KY 40701

Philip83.ph@gmail.com

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 7/15/2022 8:02:24 PM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

So I financed a large amount of money to get a 9kw system with a booster package and was made to think this would cover my electric and than some. Three months later and iam producing a whooping 40-50 dollars a month credit. I pay \$270 a month for my panels system through Solar titan. I no longer want the system and felt I was mislead. I also told others to get solar titan which now I regret. They are of no help to me and just talk in circles when u can actually reach someone.

Consumer's Desired Resolution:

Modification/discontinuance of an advertised claim

Complaint Timeline

07/15/2022	Complaint Received by BBB: Legacy web
07/18/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/18/2022	Send Acknowledgement to Consumer: Legacy Otto
07/18/2022	Inform Business of Complaint: Legacy Otto
07/20/2022	Consumer Satisfied - with Letter: Legacy pfrazier@knoxville.bbb.org
07/20/2022	Inform Business - Case Closed RESOLVED: Legacy Otto
07/20/2022	Case Closed RESOLVED: Legacy Otto

Complaint Messages

07/20/2022 - Imported

Consumer Satisfied - with Letter

Spoke to solar titan today and they explained things today a bit better. I'm hoping the electric company was wrong in how they explained it but we shall see. Thank uall for ur help

Solar Titan USA

Case #: 18851485

Consumer Info: Mccombs, Jesse
616 Dogwood ct
simpsonville, KY 40067

lincarwindows@yahoo.com

Business Info: Solar Titan USA
414 N Peters Rd
Knoxville, TN 37922-2332

Date Filed: 7/18/2022 1:12:32 PM

Nature of the Complaint: Service Issues

Consumer's Original Complaint:

We had solar panels installed 2/12/22 and electric was wired in on 2/22/2022 by Solar Titan USA without them even getting a structural permit. We were unaware of them not getting the permit. We still don't know if they have one. As of 7/18/2022 We are paying for these panels monthly and they are not working nor have they ever. Now, we are waiting on Solar Titan to get an electrical permit, have the state inspect the system and then have Shelby energy install a net meter. Shelby energy and the ky state electrical inspector have issue with this company as well as we are not the only family in shelby county ky to have this experience with this company. It is my goal to see this company barred from ever providing such a business practice to families in the commonwealth.

Consumer's Desired Resolution:

Finish the job; Modification/discontinuance of an advertised claim; Stop doing business in Kentucky.

Complaint Timeline

07/18/2022	Complaint Received by BBB: Legacy web
07/18/2022	Complaint Validated by BBB Operator: Legacy pfrazier@knoxville.bbb.org
07/18/2022	Send Acknowledgement to Consumer: Legacy Otto
07/18/2022	Inform Business of Complaint: Legacy Otto
08/02/2022	No Response to First Notice to Business: Legacy Otto
08/02/2022	Second Notice to Business: Legacy Otto
08/10/2022	No Response Received from Business on 2nd Notice: Legacy Otto
08/10/2022	Inform Consumer No Response from Business: Legacy pfrazier@knoxville.bbb.org

08/10/2022	Inform Consumer - Case Closed UNANSWERED: Legacy Otto
08/10/2022	Inform Business - Case Closed UNANSWERED: Legacy Otto
08/10/2022	Case Closed - UNANSWERED: Legacy Otto
09/23/2022	More Info Received from the Business: Legacy
11/07/2022	ReOpen the Complaint: Complaint Reopen pfrazier@knoxville.bbb.org
11/07/2022	Receive Business Response: Complaint Reopen pfrazier@knoxville.bbb.org
11/07/2022	Forward Business Response to Consumer: Legacy pfrazier@knoxville.bbb.org
11/15/2022	No Consumer Response- Assumed Resolved with Letter: Legacy Otto
11/15/2022	Inform Business - Case Closed ASSUMED RESOLVED: Legacy Otto
11/15/2022	Case Closed - Assumed RESOLVED: Legacy Otto

Complaint Messages

09/23/2022 - Imported

More Info Received from the Business

If you have any additional concerns please reach out to the office at 865/392/1036

11/07/2022 - Imported

Receive Business Response

This projected has been completed. Please reach out if there are still any questions or concerns. 865-392-1036